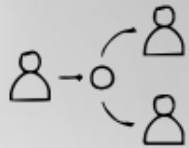




THE IT IN MERGERS & PARTNERSHIPS



WHAT
ABOUT IT?

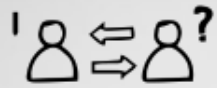


EXAMPLE 1

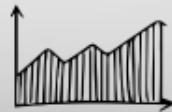
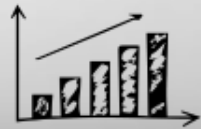


FREE
WORKSHOP

MERGER OR SHARED
SERVICE?



CONSIDER



EXAMPLE 2



There have been 171 mergers in the social housing sector in the past 5 years, 42 in 2018 alone.

Why?

- Reduced government funding
- Need for financial stability
- Desire to provide a streamlined, more efficient service
- Taking advantage of new technology and software capabilities



MERGER OR SHARED SERVICE

'And there will be a day when IT will no longer hide in the basement of the building and instead will be a central part of an organisation's transformation and future'

ITIL 5:23 – perhaps?!

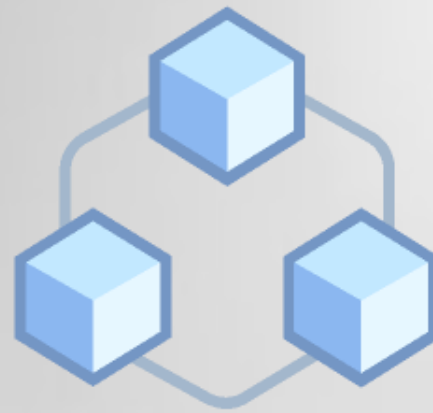
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MAKE IT PART OF
THE DECISION

1

2

3

TO ACHIEVE STRATEGIC GOALS AND OBJECTIVES, USE TECHNOLOGY

- Digital transformation
- Customer experience
- Evolution of systems and software

START AT THE END

What's the goal?

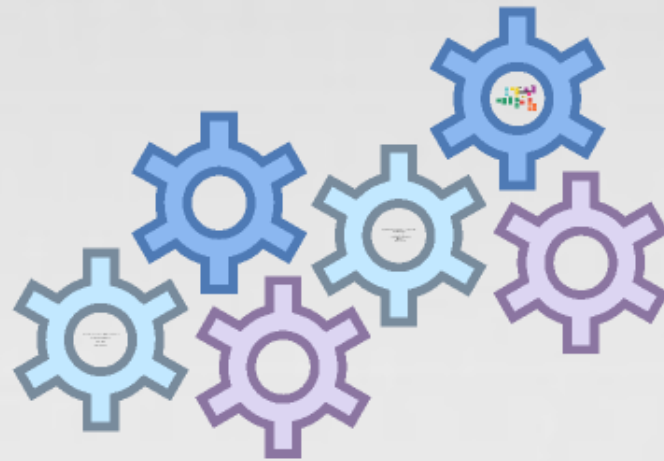
- One system or process for all?
- Self service?
- New services?

Who is the user?

- Staff?
- Residents?
- Partners or contractors?

IF ITS WORTH DOING . . .

- Stakeholder and strategic discussions
- Understanding both strategic and operational requirements
- Evaluating current systems, software and processes from all involved organisations
- Analysis of what you have vs what you want
- Road map of how to get there



HAVE YOU CONSIDERED?

What does the new strategy and 3,5,10 year plan look like?

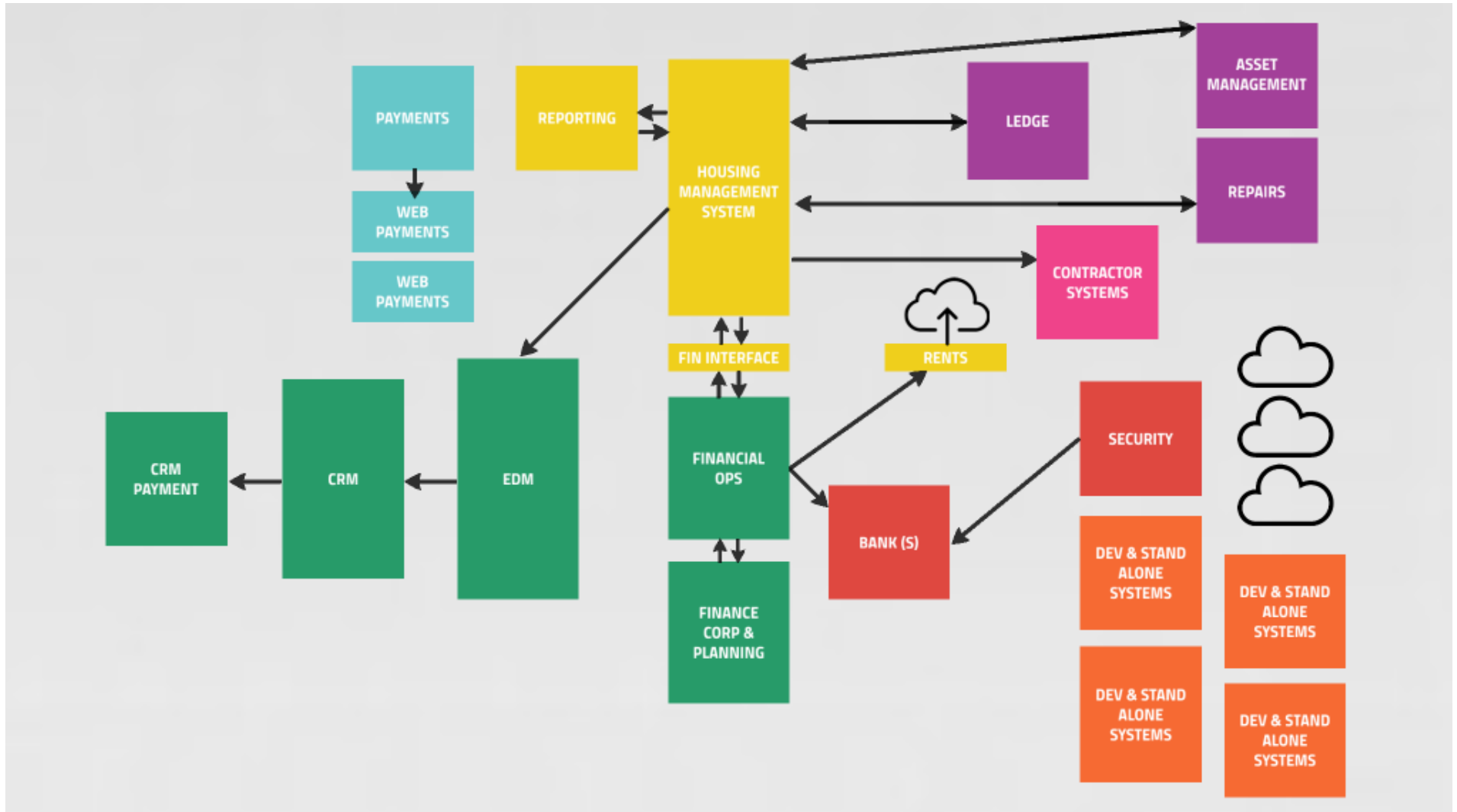
Legacy systems and processes

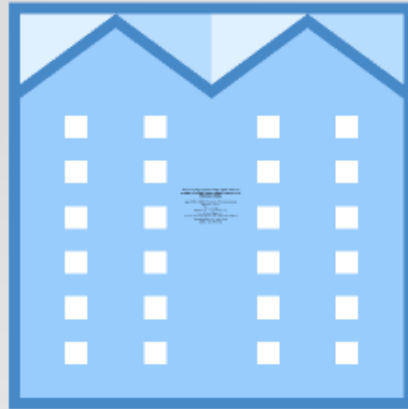
Quality of data

Change management

Not just tenancy management and a front screen
and data storage

- Integration with other systems
 - Portals
 - Shared services





EXAMPLE 1: ALL IN ONE

Two G15 Housing associations merge and plan to have one integrated HMS to work within an overarching strategy for full integration of services.

Legacy HMS are different versions of the same software

Migration of data

Data cleansing

Agreement of coding and mapping

Establishing integrations

ICT Service Desk and infrastructure needs to be combined

Managed service vs in house teams

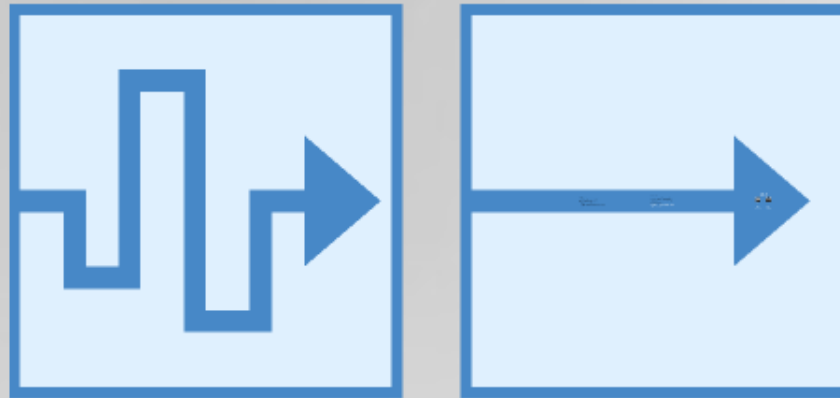
Establishing VfM service



EXAMPLE 2: SHARE & SHARE ALIKE

Two London Local Authorities creating a shared IT service with a plan to have one HMS for all relevant services

Executive strategies remain separate
Different resident needs
Existing service contracts to consider
Future proofing of any recommendation



PREPARATION

Independent Advice

- Expert knowledge of the housing software market
- Current technology trends
- Critique and sense check plans
- Consider the most suitable approach, products and suppliers independently

It's Good to Talk

It's not just about technical configuration of systems, it's also about the conversation between those implementing the IT and those using it – and this is where Sovereign can help.

FREE Workshop – please complete form and give to Bel Holt before you leave

Q & A



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