

# HOUSING TECHNOLOGY<sup>TM</sup>

## 2020 | CONFERENCE AND EXECUTIVE FORUM



# Housing Technology 2020

## Programme

4-5 March 2020

Doubletree by Hilton  
Oxford Belfry | Oxfordshire



BUSINESS INTELLIGENCE



COMMUNITY NETWORKING



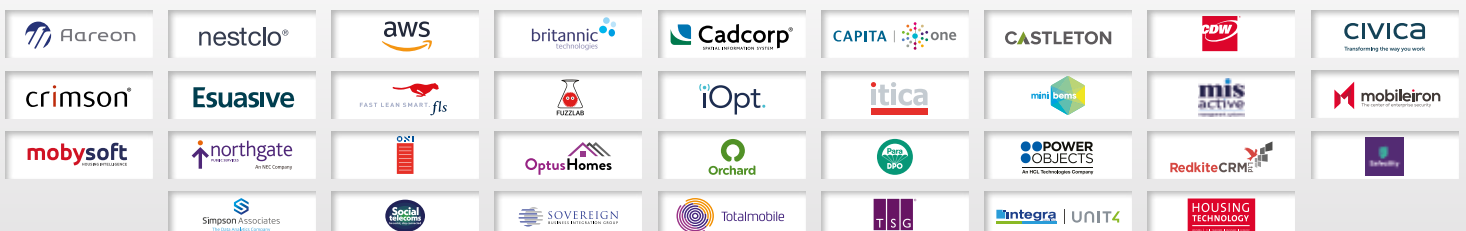
IT STRATEGY



#HousingTech2020  
@HousingTech

# HOUSING TECHNOLOGY

HOUSING | IT | TELECOMS | BUSINESS | ECOLOGY





**GEORGE GRANT**  
Publisher and Founder,  
Housing Technology

# Welcome to Housing Technology 2020!

## Housing Technology's annual conference

We would like to extend our heartfelt thanks to everyone in Housing Technology's community of readers, editorial contributors, speakers, sponsors and exhibitors; you are all absolutely vital to all of our activities, ranging from not only this conference but also across our other events, bi-monthly magazine, market intelligence reports, recruitment services and research projects.

The conference's keynote talks (page 8) and IT/business presentations (page 4-7) take place in the Exeter, Rycote, Lincoln, Pembroke and University rooms (the latter three comprise the

Trinity Suite for the keynote talks). You can pick and choose any presentation during the event; no pre-booking is necessary. All drinks and food (included as part of your conference ticket) will be served in the College Suite and College Lounge where the sponsors and exhibitors are located.

### OUR COMMUNITY

Please join in with the latest news by contributing to our social media. The @housingtech Twitter feed will be updated before and during the conference; please use #HousingTech2020 for your posts.

### PRE-EVENT DRINKS RECEPTION

18.00 | Tuesday 03 March

We are hosting an informal pre-event drinks and canapé reception at the Oxford Belfry during the evening of Tuesday 03 March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's guests.

### EVENING RECEPTION

17.30 | Wednesday 04 March

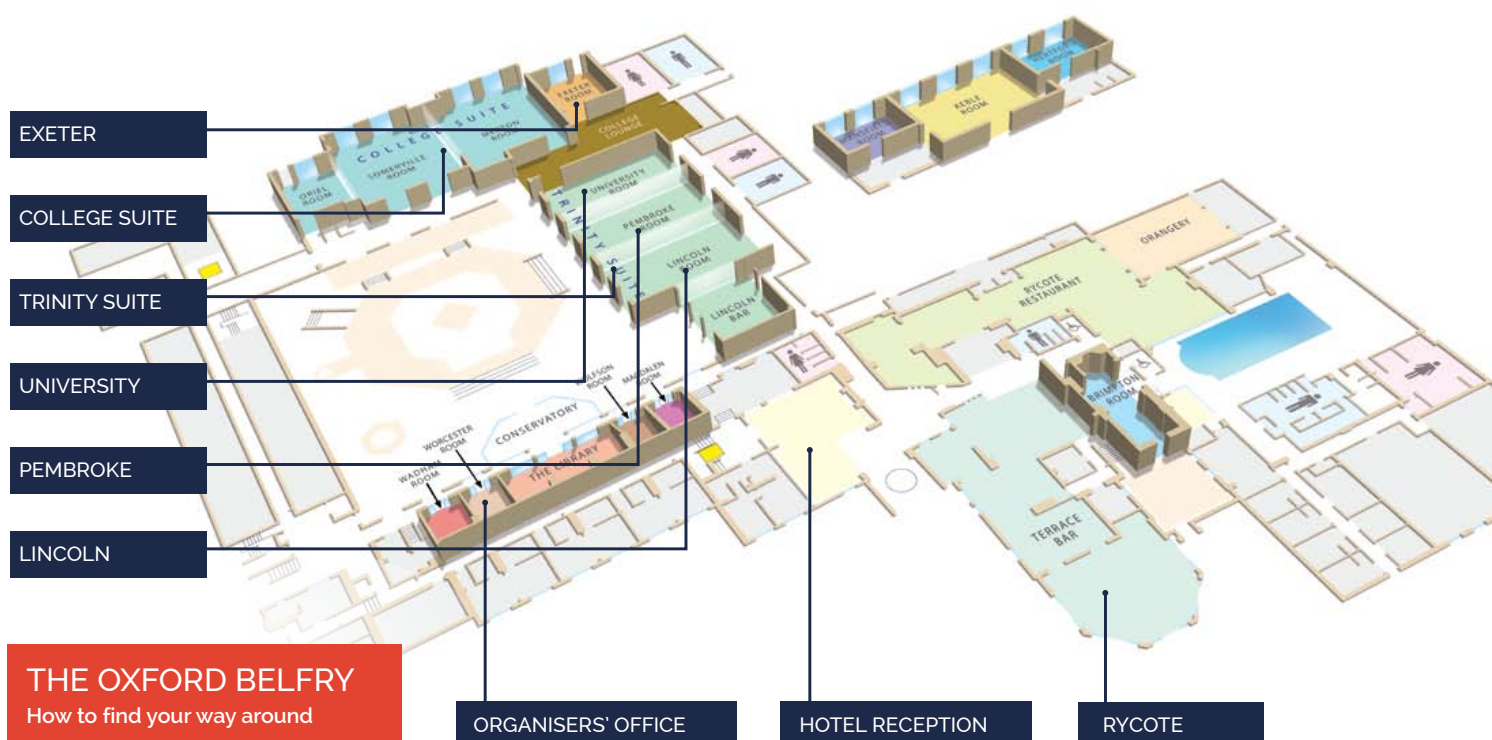
There will be an early-evening drinks reception on Wednesday 04 March to which all delegates, speakers, sponsors and exhibitors are invited as Housing Technology's guests.

### INFORMAL DINNER

19.30 | Wednesday 04 March

After the evening reception, there will be an informal dinner (dress: smart/casual) to which all delegates, speakers, sponsors and exhibitors are invited. Pre-booking is required; please see the event website, contact the organisers or go to the hotel's reception desk.

If you have any questions, please email [conference@housing-technology.com](mailto:conference@housing-technology.com) or during the conference itself, come along to the Organisers' Office (see the location below).





# EXHIBITOR FLOORPLAN

PLEASE NOTE THAT THIS RUNNING ORDER MAY BE SUBJECT TO MINOR CHANGES BEFORE THE EVENT

COLLEGE SUITE

TRINITY SUITE

UNIVERSITY

0830

REGISTRATION & BREAKFAST

1000



KEYNOTE | SABRINA COHEN-HATTON

1115



**ITICA**

Stick or twist a.k.a. –  
Should I stay or should  
I go?

PREMIUM SPONSOR

1215



**BRITANNIC  
TECHNOLOGIES**

How digital transformation  
reduces costs, improves  
CX & grows value

PREMIUM SPONSOR

1300

LUNCH

1415



**MOBILEIRON**

Achieving mobile-centric,  
zero-trust enterprise  
security

PREMIUM SPONSOR

1515



**SANCTUARY  
GROUP**

A go-day plan for  
technology change

1615

**IT ACCELERATOR  
SESSIONS**



**ARIGN**

Nestclo – The property  
management platform



**FUZZLAB**

Chatbots and AI for  
customer self-service

1730 - 1830

EVENING RECEPTION | open to all at Housing Technology 2020

1930 - 2100

INFORMAL DINNER | open to all at Housing Technology 2020



EXETER

PEMBROKE

RYCOTE

LINCOLN

## Breaking down the barriers – Stories from a firefighter

### ☐ **REGENDA GROUP**

A connected data landscape

PREMIUM SPONSOR

### ☐ **AAREON**

Delivering a digital ecosystem

PREMIUM SPONSOR

### ☐ **PARADIGM HOUSING**

Getting the 'data basics' right

PREMIUM SPONSOR

### ☐ **CIVICA & SOUTH LAKES HOUSING**

'Chat-a-boosting' tenant satisfaction & productivity when booking repairs

### ☐ **SIMPSON ASSOCIATES**

Service management simplified – how to save time and reduce risk

PREMIUM SPONSOR

### ☐ **NORTHGATE PUBLIC SERVICES**

Wolverhampton Homes – Connecting homes through IoT

PREMIUM SPONSOR

### ☐ **SOVEREIGN HOUSING**

Unlocking digital transformation

PREMIUM SPONSOR

### ☐ **CASTLETON TECHNOLOGY**

Panel discussion – Faster business transformation with customer-centric, data-driven systems

### ☐ **WANDLE HOUSING**

The 'wow' factor, part two

PREMIUM SPONSOR

### ☐ **ORCHARD**

How cutting-edge technology will affect the user of today & tomorrow

### ☐ **SILVA HOMES**

Would you like a receipt for that? handing digital control back to the customer

PREMIUM SPONSOR

### ☐ **POWEROBJECTS**

Microsoft's Power Platform – Improving safety processes within property management

### ☐ **COASTAL HOUSING**

"Can I speak to someone in IT?"

PREMIUM SPONSOR

### ☐ **CAPITA**

Capita One introduces One Housing

### ☐ **ADRA**

Developing low-code solutions for corporate HR & finance processes

PREMIUM SPONSOR

### ☐ **AMAZON WEB SERVICES**

re:Imagine Infrastructure

### ☐ **SAFECILITY:**

When buildings report on themselves: Compliance & safety in the IoT era

### ☐ **IOPT**

The internet of things in housing maintenance

### ☐ **PARADPO & LOOK AHEAD HOUSING**

Pragmatic data protection using MyrIAD

### ☐ **TRENT & DOVE HOUSING & ORCHARD (INTERNETALIA)**

Bringing quality and consistency to in-house repairs

### ☐ **MINIBEMS**


Advancing heat networks by leveraging data science

### ☐ **OPTUS HOMES**

Mobile first – Genuine tenant self-management, today

PRE-BOOKING REQUIRED

PLEASE NOTE THAT THIS RUNNING ORDER MAY BE SUBJECT TO MINOR CHANGES BEFORE THE EVENT

	COLLEGE SUITE	TRINITY SUITE	UNIVERSITY
0830	REGISTRATION & BREAKFAST		
0945			KEYNOTE   DR KEVIN FONG, OBE
1100			<div><div></div><div><b>SOVEREIGN BUSINESS INTEGRATION GROUP</b> Implementing new IT? Make sure it integrates with your current environment!</div></div> <div>PREMIUM SPONSOR</div>
1200			<div><div></div><div><b>TOTALMOBILE &amp; WATES PROPERTY SERVICES</b> Beyond repairs – Integrating planned &amp; programmed work into your maintenance systems</div></div> <div>PREMIUM SPONSOR</div>
1245	LUNCH		
1345			<div><div></div><div><b>L&amp;Q</b> Connected places</div></div>
1445			<div><div></div><div><b>LONDON BOROUGH OF WALTHAM FOREST</b> The low-code chatbot challenge</div></div>
1600	CLOSE		

EXETER

PEMBROKE

RYCOTE

LINCOLN

## Becoming future proof

☐ **VALLEYS TO COAST HOUSING**  
Enabling the modern workplace

☐ **MOBYSOFT** PREMIUM SPONSOR  
Why application integration & CRM are the future of housing IT

☐ **GRAND UNION HOUSING**  
Going full throttle to drive change

☐ **CADCORP & ORBIT** PREMIUM SPONSOR  
What is GIS & why do housing providers use it?

☐ **CONNECTOLOGY**  
Transforming ICT teams

☐ **TSG** PREMIUM SPONSOR  
It's Office 365, Jim...  
But not as we know it

☐ **HOUSING PLUS**  
Unleashing our IT to empower our people & customers

☐ **CDW** PREMIUM SPONSOR  
The future of the modern workplace

☐ **WATFORD COMMUNITY HOUSING**  
Transforming and future-proofing IT...

☐ **KINGDOM HOUSING**  
Chrome killed my desktop

☐ **THRIVE HOMES**  
Data security & integrity

## KEYNOTE PRESENTATIONS



### Sabrina Cohen-Hatton

**Breaking down the barriers  
– Stories from a firefighter**

WEDNESDAY 04 MARCH  
TRINITY SUITE | 1000

Dr Sabrina Cohen-Hatton will share some of her biggest challenges, from homelessness to dealing with the trauma of emergencies. While these challenges were barriers at first, they also provided significant opportunities. She will share the power of difference and how by not conforming to a stereotype meant that she wasn't constrained by it, leaving her free to draw her own boundaries. This included leading national research, using behavioural science to revolutionise the way firefighters make decisions and keeping them safer.

Dr Sabrina Cohen-Hatton has been a firefighter since she was 18 years old. She is now one of the most senior female firefighters in the UK. After leaving home at 15 and school at 16, she joined the fire service in Wales. While climbing the ranks, she studied at the Open University and then at Cardiff University, eventually completing a PhD in psychology. Her subsequent research into incident command in the emergency services has not only won awards but has also influenced policy at a global level.

She was recently conferred as an Honorary Fellow at Cardiff University. Her first book, 'The Heat of the Moment', was published in April 2019 and has been optioned for television by Kudos TV. She is an ambassador for The Big Issue. She lives with her husband and daughter in London.

There is a new rhythm to our lives. In the digital age, the pace of progress is exponential, the clocks we depend upon are nestled in microchips, beating billions of times each second. 90 per cent of all the information ever generated was created within the last two years. All of this means that technology is getting better and faster all the time. With that comes new capabilities in every corner of our lives touched by the digital revolution; even medicine is slowly being dragged kicking and screaming into the 21st century.

But with this capability comes uncertainty too. New technologies become obsolete at a rate never seen before, and with that the skills and businesses involved in their manufacture. What can we in medicine expect of the future? Where should we set our expectations and how should we prepare ourselves for our lives and careers in this new world? In a world full of machines that learn and computers that get ever faster, what will be left for humble humans to do? In this talk, Dr Kevin Fong takes us on a journey from the breath-taking capability of the present into a future that is increasingly hard to predict.

Dr Kevin Fong has worked as a doctor with NASA and currently flies as part of a helicopter emergency medical service (HEMS) crew in the UK. As a front-line emergency physician, his expertise lies in understanding teamwork, risk management and decision-making under extreme pressure. With degrees in astrophysics, medicine and engineering, he is also something of a renaissance man. Having worked with NASA's human space flight programme in Houston, Dr Fong has a unique perspective on science, technology, exploration and the limits of the human body which he has brought to life in his incredible talks, inspiring global audiences at both public and corporate events. In 2015, he delivered the prestigious Royal Institution Christmas Lectures.

Dr Kevin Fong has also brought his expertise to both television and radio. He co-presented 'Astronauts: Do You Have What it Takes' and 'Operation Goldrush' with Dan Snow. He wrote and presented 'Space Shuttle: The Final Mission', 'To Boldly Go' and several Horizon programmes including 'We Need to Talk about Death', 'Cyber Attack', 'Back from the Dead' and 'How to Avoid Mistakes in Surgery'. He presented Channel 4's 'Extreme A&E' and his radio documentaries include 'Game Changer: Fortnite' and 'Trauma Medicine: The Fight for Life' on BBC Radio 4.

As an author, Dr Kevin Fong has written 'Extremes' which won an American Association for the Advancement of Science Award (AAAS) in 2015. He was awarded an OBE for services to science, medicine and healthcare in H.M. The Queen's 2019 birthday honours.



### Dr Kevin Fong, OBE

**Becoming future proof**

THURSDAY 05 MARCH  
TRINITY SUITE | 0945



# AAREON SMART WORLD

## ... AND YOUR SUPPLIERS

### STREAMLINE CONTRACTOR INTERACTIONS

Managing the relationship between landlords and housing providers and their business partners is key to efficiency.

After all, the business success of a housing company is directly dependent on trouble-free collaboration with tradespeople, utilities and other service providers. With the help of the digital solutions from the Aareon Smart World portfolio, social housing providers are able to coordinate the work of tradespeople efficiently and provide them, via mobile devices, with all the information they need to do their jobs.

For more information visit [www.aareon.co.uk](http://www.aareon.co.uk) or contact your account manager.

**Call us on 02476 323 723**

# BUSINESS & TECHNOLOGY PRESENTATIONS



## AAREON

Delivering a digital ecosystem

### WEDNESDAY | PEMBROKE | 1115

Speaker: Paul Lock, product manager, Aareon

Aareon will be presenting how the future digital landscape is changing. Do you struggle with integration and connecting third-party systems? Is the speed of deployment for new channels slow and difficult? How do you get suppliers to collaborate?

Join us and find out how your organisation could benefit from a completely open platform which will enable you to deliver a wide range of new innovative digital solutions.

Paul Lock has been product manager for digital solutions at Aareon since 2016.

Previously with 1st Touch as a software developer and implementation consultant, he has over 10 years' experience building and delivering digital products within housing. This in-depth knowledge and willingness to work with customers and colleagues alike helps to shape the strategic direction of Aareon's digital product portfolio.

Aareon UK is the leading supplier of housing management and digital software solutions for RSLs in the UK. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in housing both today and in the future.

The Aareon product suite offers truly integrated, highly functional and flexible software solutions, providing end-to-end business processing and designed specifically to meet the needs of social housing providers.



## ADRA

Developing low-code solutions for corporate HR & finance processes

### WEDNESDAY | RYCOTE | 1515

Speakers: Geraint Vernon, business systems support manager & Alun Hughes, business systems developer, Adra

Our journey towards in-house software development using low-code development platforms will be presented (warts and all!).

Don't miss this opportunity to avoid the potential pitfalls and learn how we embraced failure and implemented an agile, low-code software development methodology.

Alun Hughes previously worked as a web developer and co-ordinator for a medical rehabilitation products manufacturer and as a digital communications officer at Adra. Having seen the rapid growth in mobile technology, I thrive at delivering available anywhere/ anytime solutions.

Geraint Vernon previously worked as a medical researcher, an Amazon smart-processing developer and a local authority IT manager. My passion is the application of IT to innovate and improve processes.

We provide quality homes in North Wales. Our goal is affordable and reliable homes for local people. We work for the benefit of our communities by protecting, promoting and assisting them to develop.

We aim to promote the health, environment and safety of our communities and work together to provide opportunities for the people who live here. The culture and safety of our communities is very important to us, especially our work to promote the Welsh language.



## AMAZON WEB SERVICES

re:Imagine Infrastructure

### WEDNESDAY | LINCOLN | 1515

Speakers: Chris Masey, account manager - UK Public Sector (NPO), Amazon Web Services & David Mason, technical director, Incline-IT (part of MIS Group)

The journey to driving more innovation in housing starts with re-imagining how we manage our legacy systems and infrastructure.

Amazon Web Services will explore why shifting away from on-premise datacentres and hardware-focused tasks to provisioning these services in the cloud delivers greater resilience, performance and agility.

Incline-IT, which has recently implemented an AWS infrastructure migration for a major housing provider, will introduce Incline's core offering, 'housing as a service', and explain why deploying AWS changes the game for how infrastructure is managed and enables housing providers to focus on what truly matters, their data.

As an account manager for Amazon Web Services, Chris Masey helps non-profit organisations understand the capabilities of the AWS Cloud to save money, drive innovation and enable digital transformation. Prior to Amazon, he was a digital solutions manager at Orchard Information Systems, with a focus on helping tenants adopt digital technologies for self-service.

David Mason has a background in public and private sector IT services delivery and leads the Incline IT team. He is an advocate of cloud computing and cloud-native SDWAN to achieve elegant and highly available systems for Incline IT's customers.

Amazon Web Services (AWS) Worldwide Public Sector helps government, education, and non-profit customers deploy cloud services to reduce costs, drive efficiencies, and increase innovation across the globe.

With AWS, you only pay for what you use, with no up-front physical infrastructure expenses or long-term commitments. Public sector organisations of all sizes use AWS to build applications, host websites, harness big data, store information, conduct research, improve online access for citizens, and more.



## ARIGN

Nestclo - The property management platform

### WEDNESDAY | UNIVERSITY | 1615

Speaker: Manpreet Johal, founder & director, Arign

Nestclo is a cloud-based platform from Arign to manage property management operations, enabling users to connect via a collaborative platform, and provides analytical reporting and real-time management information.

Manpreet Johal has 20 years' experience in designing and deploying technology solutions for global organisations.

With expertise in enterprise architecture and cyber security, he also provides consulting services to clients across financial services, insurance, retail, public services, construction and defence.

Arign (derived from ARchitecture, desIGN) is an IT architecture and design consultancy. At Arign, we help clients to achieve their strategic objectives by providing digital transformation solutions via IT architecture, solutions and information security services.

Nestclo, our software-as-a-service platform provides a suite of applications to digitally manage business operations for the housing, real estate and food & beverage sectors.



# DREAM BIGGER. BUILD FASTER.



aws is how



[www.BuildOn.aws](http://www.BuildOn.aws)

# BUSINESS & TECHNOLOGY PRESENTATIONS



## BRITANNIC TECHNOLOGIES

How digital transformation reduces costs, improves CX & grows value

### WEDNESDAY | UNIVERSITY | 1215

Presenter: Jonathan Sharp, sales & marketing director, Britannic Technologies

From channel shift to self-service, to automation of rent arrears and repairs, digital transformation can help reduce costs and improve customer experience with a seamless customer journey. But most importantly, it helps grow real business value.

Micro-services and automation are making a big impact in housing, from procurement through to customer service – see some innovative examples that will make life better for your customers and provide real business value.

Jonathan Sharp has 20 years' experience in driving business innovation and transformation. As sales & marketing director at Britannic Technologies, he is enthusiastic about IT adoption, helping businesses to connect with their customers and staff in the most efficient and intuitive ways.

He encourages technology and business leaders to 'think bigger' and regularly shares ideas around evolving technologies, applications and business models through workshops, seminars and conferences.

Britannic Technologies are award-winning specialists in voice communications, systems integration and managed services, maximising the ICT investment of private and public organisations across the UK.

Most importantly, we are your partner when it comes to designing, delivering and developing transformative solutions. We work with you to understand your business goals, processes and culture. Then we build and support your integrated solution with network services, systems and applications that really meet your end-users' needs and commercial requirements.



## CADCORP & ORBIT

What is GIS & why do housing providers use it?

### THURSDAY | LINCOLN | 1100

Speakers: Steve Litchfield, senior GIS analyst, Orbit Group & Fergus Craig, business development manager for housing, Cadcorp

Have you heard how housing providers are making better use of their resources by deploying a geographic information system (GIS)? Are you considering GIS but not sure what's possible?

Orbit Group will be sharing its rationale behind selecting and using GIS; with Cadcorp, Orbit will demonstrate how, by using GIS, it can better manage its assets, grounds maintenance and stock performance.

Fergus Craig works with commercial organisations in realising the full value of their data through GIS and web mapping. He focuses on providing GIS to the social housing and insurance sectors, enabling them to make better informed decisions on managing their land and assets.

Steve Litchfield is a GIS specialist with a real passion for geographic information and cartography. He has enjoyed bringing his mapping expertise to different organisations, helping them to maximise efficiency and move forward with data science-based strategies.

Cadcorp SIS is a geographic information system (GIS) used by housing providers across the UK to combine data with location to improve land, assets and grounds maintenance management. Those new to GIS use its intuitive data capture and editing tools for creating and maintaining map records of their land and property assets. Cadcorp SIS is also used to integrate disparate data sets and to present enriched intelligence.

At Orbit, we re-invest our profits to support our vision of building thriving communities. We want every generation to be able to live in a home that they can afford, in a safe and thriving community. Our development programme delivers around 2,000 new homes every year.



## CAPITA ONE

Capita One introduces One Housing

### WEDNESDAY | PEMBROKE | 1515

Speaker: Glenn Allan, head of product for housing, Capita

Introducing the latest updates from the Capita One Housing roadmap.

Glenn Allan has been with Capita since 2011 and has over 30 years' experience in the software industry.

Having worked in the public sector and for several blue-chip companies, he has spent the last 15 years in the housing sector, giving him extensive experience of different housing management systems.

Your housing, our technology.. We know your housing management solution needs to be as intelligent and intuitive as the technology we use every day, helping you to streamline operations and provide the very best customer service.

That's why One Housing is unique, providing a fully integrated suite of tools in the cloud to help balance effective asset management, maintenance, self-serve portals, managing an efficient workforce, finance and payments.



## CASTLETON TECHNOLOGY

Panel discussion – Faster business transformation with customer-centric, data-driven systems

### WEDNESDAY | LINCOLN | 1215

Speakers: Jimmy Rogers, new business sales & marketing director, Castleton Technology, Darren Penny, ICT service delivery manager, Honeycomb Group & Simon Penaluna, director of IT, Grand Union Housing

Castleton and its guests share their experience of achieving business transformation by considering all aspects of solution delivery. We'll be exploring a customer-centric approach, with solutions designed around the customer rather than the property and how to ensure you have the right technology to support your operations.

Our guests discuss their omni-channel strategies, how to adopt new technologies and the importance of data accuracy and security.

Jimmy Rogers has been at Castleton since 2014 and is responsible for all new business and commercial sales. He has many years' experience and expertise in software and social housing, having previously worked at IBS OpenSystems and Documotive.

Simon Penaluna is responsible for strategic IT direction at Grand Union Housing, advising on innovations and technologies that transform customer services across the group.

Darren Penny is the ICT manager for Honeycomb Group, a Staffordshire-based housing provider.

Castleton Technology is the leading provider of integrated technology solutions in social housing, helping housing providers of all sizes to achieve their business transformation goals through the provision of customer-centric, data-driven, hosted software solutions and future-proof technologies.

We aim to be a true technology partner of choice to your organisation, bringing about change where change is needed and delivering innovation where there is demand.



# TRANSFORM THE HOUSING EXPERIENCE FOR A REDUCED COST

**Housing organisations know they need to digitally transform, but transforming is expensive, right?**

**Wrong.**

At Housing Technology 2020, Britannic Technologies will show housing organisations how they can:

- | Spread limited resources to higher value areas with business process automation
- | Drastically reduce the cost to serve with conversational AI and digital agents
- | Encourage and motivate agents and report with contact centre gamification
- | Manage and respond across multiple channels through one smart inbox
- | Utilise self-serve through WebRTC, chat and AI
- | Introduce microservices for areas such as the automation of maintenance requests

**Join over 30 housing associations already working with Britannic to Improve tenant and employee experiences.**

**SEE DEMOS AT THE BRITANNIC STAND AT HOUSING TECHNOLOGY 2020**

**01483 242526**  
**hello@btlnet.co.uk**  
**www.btltnet.co.uk**



HM Government  
**G-Cloud**  
Supplier



# BUSINESS & TECHNOLOGY PRESENTATIONS



## CDW

The future of the modern workplace

### THURSDAY | LINCOLN | 1200

Speakers: Shaun Ward, practice lead for cloud solutions & Matthew Browne, cloud solutions specialist, CDW

- Collaboration in the cloud – how can new workplace platforms help with collaboration?
- Data in the cloud – how best to use data from standard and custom applications to improve customer service?
- Automation – enable your staff to concentrate on the most important tasks.
- Applications – how can employees create their own automated and digital processes & tools?
- The future – how will collaboration and the modern workplace evolve?

Shaun Ward has held chief architect roles for very large enterprise cloud and desktop transformation programmes, as well as having a wealth of experience in housing.

Matthew Browne is an experienced solutions specialist focused on creating 'modern workspace' solutions to solve key business challenges. He has advanced knowledge of enterprise analytics and automation, providing not only the system design but also the data design to accompany it.

CDW is a multi-brand technology solutions provider to business, government, education and healthcare organisations in the United States, Canada, United Kingdom and other international locations. We are recipients of the industry's highest achievable accreditations. We help our clients achieve their goals by delivering integrated solutions and services that maximise their IT investment.

Building IT solutions that generate results is what we do. And we do it better than anyone else because we are the People Who Get IT.



**civica**  
Transforming the way you work



## CIVICA & SOUTH LAKES HOUSING

'Chat-a-boosting' tenant satisfaction & productivity when booking repairs

### WEDNESDAY | LINCOLN | 1115

Speakers: Tim Franklin, head of conversational AI, Civica & Paul Aitken, IT manager, South Lakes Housing

Hear how chatbots can improve and accelerate the availability, responsiveness and productivity of your tenant repair processes and online FAQs.

Tim Franklin has 30 years' experience helping a range of public and private sector organisations to navigate complex digital landscapes. Right now, he's using his expertise to shape Civica's chatbot and conversational AI solutions.

Paul Aitken has 11 years' experience in the housing sector. He has delivered many different projects during his time as an IT Manager at South Lakes Housing, including being one of the first adopters of Civica Cx.

Civica is a market-leading provider of cloud software, digital solutions and managed services to the social housing sector, working in partnership with more than 400 housing providers to support five million tenants. We help housing organisations gain better data insights by creating a single view of customers, enabling the delivery of intelligent, responsive services while unlocking significant savings.

South Lakes Housing is the largest provider of affordable rented housing in South Lakeland (Cumbria), managing over 3,000 homes, with plans to build 300+ new homes over the next few years.



## COASTAL HOUSING

"Can I speak to someone in IT?"

### WEDNESDAY | EXETER | 1515

Speakers: Rhian Waygood, IT business partner team leader & Amy Kelly, lead IT support analyst, Coastal Housing

How does diversity help IT departments? Why are women leaving technical roles? What can the housing sector do to get ahead of the recruitment curve and leave the dark ages of IT behind?

This talk will explore these questions and hopefully raise a few laughs. They will also talk about working in their department which enjoys a 50/50 gender ratio and other reasons to be cheerful!

Rhian Waygood and Amy Kelly have collectively worked at Coastal Housing for 12 years. They both started in housing roles before IT and are now dedicated to providing creative digital offerings to Coastal's staff ever since.

They share a mutual dislike for troubleshooting printers.

Coastal Housing Group is a not-for-profit industrial and provident society, existing only for the benefit of the community, operating in Swansea, Neath, Port Talbot, Bridgend and Carmarthenshire.



## CONNECTOLOGY

Transforming ICT teams

### THURSDAY | EXETER | 1200

Speaker: Steve Dungworth, founder & director, Connectology

Many housing providers have a business transformation programme. However, one of the barriers to its achievement is the capacity and capability of the internal ICT team.

A modern ICT team needs to be embedded in the culture of the rest of the business, particularly when IT staff can sometimes be seen as different, reserved or defensive, so how can you develop your IT team to collaborate with your business customers?

Steve Dungworth has worked in the public sector for over 40 years, including 12 years engaged in digital transformation in housing.

He was previously the director of digital transformation at a large housing provider in Yorkshire where he developed and implemented omni-channel services, mobile working and a self-service portal.

Connectology is a housing consultancy focused on connecting people, data and technology.

The relentless drive to use technology impacts on our customers, staff and suppliers – people! We can help you understand the impact of changes and get better buy-in from leaders, enthuse users to adopt the benefits, and communicate effectively with all your stakeholders.



[cadcorp.com](http://cadcorp.com)

# Housing

Manage and deliver geographic information for all phases of land and property management



Discover more at  
**[cadcorp.com](http://cadcorp.com)**

# BUSINESS & TECHNOLOGY PRESENTATIONS



## FUZZLAB

Chatbots & AI for customer self-service

**WEDNESDAY | UNIVERSITY | 1615**

Speaker: Scott Summers, co-founder, Fuzzlabs

This session will demonstrate how Fuzzlab's AI-enabled chatbot, trained specifically for the housing sector, can reduce your call volumes while increasing customer satisfaction.

It acts as a virtual assistant, enabling customer self-service for repairs, rent queries, reporting ASB and housing applications. Our chatbot works on web, mobile, Facebook and Alexa, providing 'off the shelf' digital transformation.

Scott Summers has been delivering successful IT projects and products into the housing sector for over 20 years. He co-founded Fuzzlab to bring better user experience and less frustration to tenants when dealing with their landlords.

Fuzzlab is the first and best chatbot and AI solution provider that specialises in social housing.

Our mission is to make tenants' lives easier by making it simple to manage their affairs and interactions with their landlord. The founders have over 30 years' combined housing experience that they've applied to make digital transformation and customer self-service simple for our customers.



## GRAND UNION HOUSING

Going full throttle to drive change

**THURSDAY | RYCOTE | 1100**

Speakers: Simon Penaluna, IT director & Sue Rice, IT business transformation manager, Grand Union Housing

Two years ago, we were comfortably tootling along, operating as four separate housing providers within the wider group.

However, rather than being in the driving seat of a fast, responsive car, we found we were increasingly lagging behind in our trusty old banger. This is our story of how we've taken over the wheel and gone full throttle to transform ourselves back to the future.

Simon Penaluna is responsible for strategic IT direction at Grand Union Housing, advising on innovations and technologies that transform customer services across the group.

Sue Rice leads Grand Union's transformation team, delivering innovative IT projects that change the way colleagues deliver and customers access its services.

Grand Union Housing manages 12,000 homes across Bedfordshire, Buckinghamshire, Northamptonshire and Hertfordshire, with plans to build a further 1,800 homes in the next few years.



## HOUSING PLUS

Unleashing our IT to empower our people & customers

**THURSDAY | RYCOTE | 1200**

Speaker: Andrew Dale, assistant director of IT, Housing Plus

An overview of why and how we've transformed our IT services to enable specific services to be delivered by specialist partners, with a 'cloud first' approach to technical delivery.

Focusing on the challenges we faced; the IT service delivery model we designed for robust, scalable and effective IT services; how we've transformed IT service delivery through engagement with specialist partners; and the resulting benefits.

Andrew Dale is experienced at delivering IT services and transformation programmes in the housing and private sectors. He is now focused on driving service improvements through partnership working to enable ease of digital transformation.

Housing Plus is a charitable community benefit society, providing homes and care services across Shropshire and Staffordshire.

As one of the largest housing providers in the area, the group manages 18,000 homes and employs 800+ people.



## iOPT

The internet of things in housing maintenance

**WEDNESDAY | PEMBROKE | 1615**

Speaker: Dane Ralston, founder, iOpt

Dane Ralston, the founder of iOpt, will talk about how his background in industrial asset monitoring led to iOpt moving into the housing sector four years ago.

Hear about how using simple data and making sure it's gathered consistently can lead to easy wins in the early stages of an IoT deployment, before moving on to more sophisticated use cases such as cost/benefit analysis.

Dane Ralston has been working in the asset monitoring sector for over 20 years, starting off in the automotive world and subsequently the aerospace and electricity distribution sectors and now brings his experience to housing.

iOpt is the leading IoT service provider specialising in the housing sector. Established in 2016, iOpt has gone from strength to strength, with customers globally reaping the benefits of iOpt's asset monitoring expertise.

The iOpt platform uses sensor data to allow iOpt to deploy its unique algorithms and expertise to tackle a variety of issues including preventative maintenance and social issues such as fuel poverty and disrepair claims.



# Transforming your business with customer centric, data driven solutions, securely supported on the right platforms

Our panel of  
IT professionals  
share their expertise  
on solution delivery



## Are you looking for inspiration at this year's Housing Technology conference?

We'll be hosting a panel discussion with IT experts discussing their business transformation journeys as well as sharing their valuable insight and best practice tips with the audience.

Don't miss out on the most inclusive, collaborative session, with real case studies to inspire.

Join the discussion...

4th March, 12:15pm  
Lincoln Suite

Panellists will include:



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# CASTLETON

# BUSINESS & TECHNOLOGY PRESENTATIONS



## ITICA

Stick or twist a.k.a. – Should I stay or should I go?

**WEDNESDAY | UNIVERSITY | 1115**

Speaker: John Doughty, director, Itica

Under pressure to deliver better customer service, digital transformation, maintain compliance and increase organisational efficiency, the sector is facing the difficult 'stick or twist' choice about strategic technology plans, not helped by new entrants and with long-term suppliers to the sector being in various states of flux as they re-engineer their systems to meet changing needs.

Our presentation will discuss and debate what this means for housing providers and their suppliers.

John Doughty was appointed as a director of Itica in 2018, having previously held executive positions at a leading social housing software supplier. His experience includes executive, leadership and practitioner roles in both private and public sector organisations.

Itica is a business-driven IT consultancy. Since 2010, we've helped housing providers of all sizes to make the right decisions about technology, suppliers and IT organisation, enabling them to drive strategic outcomes, whether that's improving customer service, achieving digital transformation, maintaining compliance or increasing efficiency.

Our customers value our blend of sector knowledge combined with different perspectives from our non-sector experience.



## KINGDOM HOUSING

Chrome killed my desktop

**THURSDAY | LINCOLN | 1345**

Speaker: Gary Haldane, head of digital, Kingdom Housing

Find out how Kingdom Housing has been running its business on Chrome OS, removing the desktop, internal networks, static licence agreements and deploying new services in GCP, with the result that we've cut costs with G-Suite, zero-cost BYOD, procurement-in-a-day, reduced risk, increased performance and provide the best user experience for employees.

Furthermore, integrate cloud DMS to your housing system for staff and tenant access, and run your legacy apps in a browser.

Gary Haldane graduated from Napier University in 2015 with a MSc in ICT strategic leadership. He is responsible for Kingdom Housing's digital strategy and thrives on being disruptive in the workplace, with a focus on making employees' jobs easier.

Kingdom Housing operates across East Central Scotland providing housing to meet a wide range of needs.

Kingdom has developed over 4,000 affordable homes, the majority being for social rent, and also provides mid-market rent properties, affordable housing for sale and factoring services.



## L&Q

Connected places

**THURSDAY | UNIVERSITY | 1345**

Speakers: Amina Graham, change & transformation director & Tom Way, innovation manager, L&Q

Emerging technologies open new paths to delivering better, faster and cheaper services and L&Q's award-winning Connected Places programme is a great example of the intelligent use of technology to solve business challenges.

Connected Places has delivered at-scale IoT solutions, enabling L&Q to predict and prevent maintenance issues and actively monitor and optimise housing conditions to improve the customer experience.

Amina Graham became the change & transformation director at L&Q in 2017 after 10 years as the executive director of corporate & customer services at RHP, having previously worked at M&S for 22 years.

As the innovation lead at L&Q, Tom Way partners with different business areas to design good quality products to transform traditional service models. Before joining L&Q, he worked at RHP.

L&Q's vision is to enable better lives through creating better places to live.

We create better places to live by delivering high quality homes, neighbourhoods and housing services that people can afford. With over 50 years' experience, we have what it takes to do things right and provide long-term support to our communities.



## LONDON BOROUGH OF WALTHAM FOREST

The low-code chatbot challenge

**THURSDAY | UNIVERSITY | 1445**

Speakers: Richard Holland, assistant director for technology innovation & John Hubbard, commercial & innovation director, London Borough of Waltham Forest

Waltham Forest has just completed a chatbot challenge, creating a bot to allow residents to report ASB using Lex technology, co-developed with students from the borough.

It took us five weeks to produce a working prototype, based on low-code development and the democratisation of development, and it didn't always go according to the plan.

Richard Holland is focused on providing smart, innovative and cost-effective solutions for both internal and external customers. He has 20 years' experience working in local government, housing, aerospace, defence, finance and outsourcing.

John Hubbard has worked at Waltham Forest for over 10 years and is its director of commercial innovation, covering a range of commercial projects including the setup of local authority trading companies (LATC) and Waltham Forest's innovation and enterprise programme.

London Borough of Waltham Forest runs services for 280,000 residents, 2,800 staff and 60 councillors, from collecting rubbish to public health and housing.



# **WE GET THAT INNOVATION IS KEY.**

**To prepare for the future, Housing Associations  
need IT Orchestration by CDW.™**

At CDW, we get IT. We get how to enable workers to collaborate quickly and easily, how to improve customer service and how to increase automation. We get how to help you save time, keep costs down and digitally empower your employees. From cloud adoption to enabling the mobile workforce, CDW's solutions and services can help to ensure that your Housing Association's operations are future-proof.

See how at [uk.cdw.com](http://uk.cdw.com)





# BUSINESS & TECHNOLOGY PRESENTATIONS



## MINIBEMS

Advancing heat networks by leveraging data science

**WEDNESDAY | PEMBROKE | 1615**

Speaker: Finian Parrick, CEO, Minibems

District and community heat networks are currently designed, specified, procured, installed, commissioned and operated following norms and practices that largely ignore data.

Minibems leverages data to reduce costs and add value to each part of the value chain. The housing sector will be particularly interested in learning how using data science can reduce capital and operating costs while pursuing carbon reduction goals and ensuring heating comfort for their residents.

Finian Parrick has 20 years' experience of owning and managing leading heat system installation and distribution firms. Minibems was founded in order to develop data-driven approaches to the continual improvement of heat networks.

Minibems help heat network owners and operators leverage data to reduce energy use and lower running costs through our unique real-time flow control technology.

We deliver heat network performance to housing providers, local authorities and private residential, through a combination of an in-house hardware and software solution that merges heating control logic knowledge with embedded firmware capabilities.



## MOBILEIRON

Achieving mobile-centric, zero-trust enterprise security

**WEDNESDAY | UNIVERSITY | 1415**

Speaker: David Critchley, sales director, UK & Ireland, MobileIron

MobileIron will discuss the unique advantages of zero-trust, mobile-centric security that's built on a foundation of UEM and on-device threat detection and remediation and share how to start implementing it in your environment today.

David Critchley is responsible for managing MobileIron's UK & Ireland teams and helping their partners and customers to deliver trust in a 'zero-trust' world. Prior to MobileIron, he held senior roles at Rackspace, Dimension Data and Cisco.

MobileIron is redefining enterprise security with the industry's first mobile-centric, zero-trust platform built on a unified endpoint management (UEM) foundation to secure access and protect data across the perimeter-less enterprise.



## MOBYSOFT

Why application integration & CRM are the future of housing IT

**THURSDAY | PEMBROKE | 1100**

Speaker: Derek Steele, CEO & founder, Mobysoft

With more landlords switching to Dynamics CRM, integrating data enrichment tools such as Mobysoft's RentSense becomes more feasible.

A system that can give organisations a single view of customers, while incorporating best-of-breed solutions, will enable faster and more accurate insights, lead to better services and create a more productive work environment. This presentation will discuss how close this future of technology is in housing.

Derek Steele founded Mobysoft in 2003 and has led the company to significant success and growth, including winning a Queen's Award for Innovation.

He is a member of Business Insider's '42 under 42' entrepreneurs' group and was shortlisted as 'Technology Entrepreneur of the Year' in 2014.

Mobysoft helps deliver time- and cost-saving solutions which create tangible RoI for the social housing sector, including RentSense, our cloud-based predictive analytic solution that optimises front-line income management workloads.

Our software helps over 150 housing providers maximise income, create efficiencies and mitigate welfare reform. Customers typically achieve a 16% arrears reduction in the first year and overall efficiency savings of 32%. In the past two years, RentSense has helped reduce customers' arrears by around £67 million.



## NORTHGATE PUBLIC SERVICES

Wolverhampton Homes – Connecting homes through IoT

**WEDNESDAY | PEMBROKE | 1215**

Speaker: Trevor Hampton, product director for housing solutions, Northgate Public Services

The discussion will show how IoT is a practical reality and a core component for housing maintenance and tenancy well-being. It will showcase how technology is transforming the traditional approach to delivering housing services.

Hear first-hand from Wolverhampton Homes about how smart technology and data can deliver intelligence in decision-making. The session will discuss the benefits for the tenant and Wolverhampton Homes, and explore the challenges of retrofitting properties and dealing with tenancy privacy.

Trevor Hampton has been on the leading edge of IT for over 30 years, ranging from developing some of the first mobile and web solutions to being involved in R&D for IoT and AI.

The housing sector is calling out for a fresh approach to managing their customers, processes and people. Northgate pushes boundaries and raises standards to deliver positive changes to shape a housing sector that thinks smart and works smarter.

And with over 180 housing customers and five million tenants already relying on Northgate innovations, we've the talent, technology and expertise that counts.





Transforming the way you work

## Together, we connect housing and people

From delivering a single view of your customers and assets to proactively managing cost and compliance, we can work with you to deliver your digital agenda, connecting people and communities.



Visit Civica to discover how Cx is #MakingEveryDayBetter.

# BUSINESS & TECHNOLOGY PRESENTATIONS



## OPTUS HOMES

Mobile first – Genuine tenant self-management, today

**WEDNESDAY | EXETER | 1615**

Speaker: Gerry Kelly, CEO, Optus Homes

Today, consumers can open a bank account, manage NHS appointments, order food and transport, all from a mobile app – so why not manage their rental account in an app?

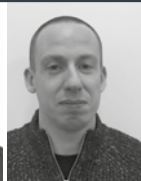
Optus Homes offers a solution for all landlords, covering complaints, repairs, payments and many more exciting features, such as two-way community messaging and open banking. It's convenience for tenants and efficiencies for landlords – all in your own branded app, with integration to your existing systems.

Gerry Kelly is a seasoned and respected strategic business development professional with senior management experience across many sectors and companies, including Sony, Mitsubishi and Verbatim. He has also previously managed a start-up from formation through to divestment.

Optus Homes is passionate about giving tenants a convenient and mobile-first way to manage their rental account and interactions with landlords.

Our mobile app solution has been designed and built in conjunction with housing associations, and it uses Microsoft's Azure cloud platform for ease of integration. Our senior management team come from a combination of the housing sector, cloud computing and strategic business management.

Convenience for Tenants – Efficiencies for Landlords.



## ORCHARD

How cutting-edge technology will affect the user of today & tomorrow

**WEDNESDAY | PEMBROKE | 1415**

Speaker: Joanna Lewis, general manager for housing solutions & Ian Chaffey, head of service delivery, Orchard

Orchard will take you on a journey into how new technologies are shaping different sectors and how these are being or could be used in the housing sector.

Ian Chaffey has worked in social housing for 15 years, starting out in a housing association in South Wales, delivering technical and application support before progressing to project delivery and business process improvement. Since joining Orchard in 2013, he has continued with his 'customer first' ethos, most recently taking up the role of head of service delivery.

Joanna Lewis is responsible for the strategy, direction and performance of Orchard's housing solutions. She works closely with customers, keeping abreast of market and technology trends and best practices with the aim of delivering market-leading solutions.

Orchard has been delivering 'people first' solutions as an independent provider to the UK housing sector for over 40 years.

We deliver end-to-end business solutions to housing providers and public sector organisations, helping them to manage all aspects of their businesses and to improve the lives of their customers, tenants and residents. Orchard solutions and services improve operational effectiveness and have a positive social impact for our customers.



## PARADIGM HOUSING

Getting the 'data basics' right

**WEDNESDAY | RYCOTE | 1115**

Speaker: Philip Dunn, head of business intelligence, Paradigm Housing

New technology provides us with tremendous opportunities, but if you're getting the 'data basics' wrong, you won't be able to take advantage of those opportunities.

Common errors on the 'data basics' – such as collection, quality, storage, warehousing, KPIs and ownership – can often be tackled without large system investments.

Philip Dunn has led teams of data experts for 20 years, including 10 years at the consultancy behind the Tesco Clubcard. He is currently leading Paradigm's BI team. His dissertations for both of his MSc degrees focused on AI.

Paradigm Housing manages 15,000 homes across the South East and London. House prices in the areas where we work are high, both to buy and rent, so our aim is to provide affordable homes for those who need them most. Any surplus is reinvested so that we can build new affordable homes and provide a fair deal for our existing residents.



## PARADPO & LOOK AHEAD HOUSING

Pragmatic data protection using MyrIAD

**WEDNESDAY | RYCOTE | 1615**

Speaker: Neil Topping & Cliff Barton, co-founders, ParaDPO and John Tilsley, IT director, Look Ahead Housing

We are over 18 months since GDPR went live so it's important to discuss some of the challenges faced by organisations.

To help address some of these areas, ParaDPO has launched MyrIAD to enable housing providers to manage and all of their data protection needs. This complements the Data Protection Officer (DPO) as a service offered by ParaDPO. We have partnered with Look Ahead.

Neil Topping is an experienced data professional who has worked with many housing providers in a number of roles. This has included training DPOs, leading GDPR programmes and delivering business data transformations.

Cliff Barton has extensive regulatory compliance experience across the banking sector implementing lasting solutions to resolve complex challenges. He has successfully delivered a GDPR programme for a housing provider and is the technical lead for MyrIAD.

John Tilsley is an IT leader with 20 years' experience of delivering IT solutions that drive digital transformation and support business change.

ParaDPO has been established to help provide reliable and effective data protection support to housing providers.

This includes DPO as a service, ranging from registering as your DPO with the ICO to offering more ad-hoc support. This is complemented by MyrIAD, which can also be deployed as a stand-alone solution.



## Stick or Twist?

### It's your turn now!

Making the right housing technology decisions is difficult regardless of whether it's IT infrastructure, telecoms, AV, CRM, housing, repairs, asset management, digital, mobile, finance, HR, Payroll, analytics or BI.

At itica pretty much all of our current work is helping housing organisations and local authorities to make these difficult decisions by guiding them through a structured thinking process.

Why not get in touch to hear about our work, or come and see our presentation and visit our stand at Housing Technology 2020, for the latest insights and perspectives on the biggest challenge facing the sector.

For more information, please contact **Neville Brown** on +44 (0) 7771 810 621 or email [neville.brown@itica.com](mailto:neville.brown@itica.com)

[www.itica.com](http://www.itica.com)



# BUSINESS & TECHNOLOGY PRESENTATIONS



## POWEROBJECTS

Microsoft's Power Platform – Improving safety processes within property management

### WEDNESDAY | LINCOLN | 1415

Speaker: Jamie Barker, senior solution architect, PowerObjects

How Power Platform applications can be used to ease property management processes, particularly around ensuring the safety of tenants and properties.

We will showcase how Power Apps and Power Automate (formerly Flow) integrate with each other to provide a truly integrated solution that addresses fire safety, health and safety to people and places.

Jamie Barker empowers CxO executives to extract the maximum value from their IT investments by helping them improve business performance, achieve upticks in customer satisfaction, increase productivity/performance and reduce the year-on-year cost of supplying services.

PowerObjects is a leader in delivering Microsoft Business Applications solutions and the Dynamics 365 workloads through unparalleled offerings of service, support, education, and add-ons.

Named the 2019 Microsoft Financial Services Partner of the Year and the 2019 Microsoft Dynamics 365 for Customer Service Partner of the Year, PowerObjects' mission is to deliver solutions that help organisations increase productivity, streamline business processes and build better relationships.



## REGENDA GROUP

A connected data landscape

### WEDNESDAY | EXETER | 1115

Speaker: Craig Round, business analyst, Regenda Group

We will cover BI, data management, IoT, AI, cognitive learning, predictive analytics and how building our connected data landscape has been essential for us as a data-driven organisation.

If you want to achieve one version of the truth to become a data-driven organisation, using BI to shape your business investments and drive service delivery, come and hear our story.

Craig Round is a disruptor in the housing sector, with a cutting-edge approach to data management, business intelligence, AI and IoT.

Regenda Group comprises multiple organisations working together with the core purpose of regenerating places to create opportunities for people. With Regenda Homes at the heart of our group, we manage 13,000 homes across the North West.



## SAFECILITY

When buildings report on themselves: Compliance & safety in the IoT era

### WEDNESDAY | EXETER | 1615

Speaker: Cian O'Flaherty, CEO, Safecility

As technology enables buildings to report, monitor and test themselves, how do compliance and asset managers automate critical compliance and safety work?

What can we do to manage it at scale in a shifting regulatory environment? What can we expect from technology to help this journey?

Discover insights and lessons from the team at Safecility who are tackling this problem right now.

Cian O'Flaherty, the CEO of Safecility, is an experienced start-up executive focused on helping customers achieve big goals and solve critical challenges through technology.

Safecility is your building compliance concierge. We create safer buildings and make life easier for housing authorities through IoT technology. With increased regulation post Hackitt, Safecility makes it easier to comply. Our product automates emergency lighting and other legally required testing and our platform manages auditable data across your estate making compliance quick and effortless.

We handle the pain of testing and reporting. Housing authorities improve safety, streamline compliance, free up company resources, save money and reduce carbon emissions. Think of Safecility as a dedicated compliance buddy locally managing your buildings so you don't have to.



## SANCTUARY GROUP

A go-day plan for technology change

### WEDNESDAY | UNIVERSITY | 1515

Speaker: Neill Crump, group head of technology change, Sanctuary Group

The first 90 days of a new role are critical. This presentation will focus on how a new group head of technology change defined the current state of a leading housing provider, designed the vision for IT change and the blueprint that will enable it, and created near-term innovations to support a modern workplace and the customer experience.

Neill Crump joined Sanctuary Group as its group head of technology change to deliver digital transformation. In the public and private sectors, he has held roles such as chief data officer and undertaken digital and data consulting assignments for FTSE-100 firms.

Sanctuary's mission is to build affordable homes and sustainable communities where people choose to live. One of the UK's leading providers of housing, care, and commercial services, Sanctuary employs around 13,000 people and manages over 100,000 units of accommodation throughout England and Scotland.

# The world's gone completely mobile.

Has your security  
strategy?

MobileIron is redefining security for  
housing with the first mobile-centric,  
zero trust platform built on a unified  
endpoint management (UEM)  
foundation securing access to  
key housing applications.

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The center of enterprise security



# BUSINESS & TECHNOLOGY PRESENTATIONS



**silva**

## SILVA HOMES

Would you like a receipt for that?

### WEDNESDAY | RYCOTE | 1415

Speaker: Rob Smyth, executive director for people, digital & change, Silva Homes

Housing providers need to recognise that their customer relationships are changing. To do this, they need to harness the power of technology and use it to focus on improving the experience of customers.

Hear how Silva Homes analyses the changing needs and demands of customers using data, transformed the business to focus on customer experience and created a high-quality digital platform.

Rob Smyth's role includes managing Silva Homes' digital change and business-wide transformation.

Before joining Silva Homes, he worked for Dacorum Council where he led the council's transformation, digital innovation and BI services. He has previously worked at Stonewater Housing, Look Ahead Housing & Care, Transport for London and Milton Keynes Council.

Silva Homes provides homes to over 14,000 people across the South East of England.

Silva has challenged and rewritten its traditional operating methods in order to optimise efficiency and improve its customer experience; if a business-wide restructure wasn't enough, it is also aiming to shift 80% of its customer interactions online by 2021.



**Simpson Associates**  
The Data Analytics Company

## SIMPSON ASSOCIATES

Service management simplified – how to save time & reduce risk

### WEDNESDAY | EXETER | 1215

Speaker: Giles Horwood, managing director, Simpson Associates

To deal with service charges, some housing providers buy specialist or off-the-shelf solutions that claim to make life easier by automating the process. However, the result is often an expensive investment confined to its programming and difficult to customise; unable to save time, money, or deliver the expected benefits.

Simpson Associates' cloud-based service charge solutions drive efficiencies by transforming your service charge management into an automated and more integrated process. We'll explain how our solution can remove your current pain while integrating with your housing and finance applications.

As managing director and co-owner of Simpson Associates, Giles has 19 years' experience and expertise in data analytics and working with organisations to help them realise the value of their data and improve their associated business processes.

At Simpson Associates, data is in our DNA. As a data analytics consultancy, we've been working with housing associations to help them leverage their data and give them the ability to make fully informed decisions.

Some of the areas where we can help your organisation include managing your service charges; dashboarding & reporting; data warehousing; digital transformation; and planning, budgeting and forecasting.



**SOVEREIGN**  
BUSINESS INTEGRATION GROUP

## SOVEREIGN BUSINESS INTEGRATION GROUP

Implementing new IT? Make sure it integrates with your current environment!

### THURSDAY | UNIVERSITY | 1100

Speakers: Jenny Shorter, senior consultant & Andy Fairey, technical director, Sovereign Business Integration Group

Technology is enabling us to do more - resilient and responsive tools, automated processes and better BI. But when building the business case and budgeting for the investment, the costs of integration with your existing environment must be factored in.

We'll look at some examples from the housing and non-housing sectors, highlighting how to avoid the pitfalls when implementing technologies such as Office 365 and getting the best from your investments.

Jenny Shorter is an experienced housing professional helping housing providers use IT to deliver both business excellence and efficiencies.

Andy Fairey combines his mindset for customer service excellence with his vast IT experience to deliver optimal results for clients.

IT is at the heart of every organisation and our clients are at the heart of our business. Our goal is to align technology with the organisation's strategy and objectives to best support your needs. Technology continues to transform the way we work, so we know that you need your technology investment to be reliable, responsive and to improve outcomes.

Consultancy – IT Solutions – Managed IT Services – Data Centre



**sovereign**

## SOVEREIGN HOUSING

Unlocking digital transformation

### WEDNESDAY | RYCOTE | 1215

Speaker: Sam Dart, head of digital technology services, Sovereign Housing

Explore how understanding your organisational culture, an Agile mindset and data structures unlock the ability to create outstanding digital solutions which match customer and business expectations.

Sam Dart's background is in transformation and Agile development. He is currently leading Sovereign's digital programme, which includes Dynamics 365, Kentico CMS and low-code solutions.

Sovereign Housing has deep roots in the south of England, with 58,000 homes across Berkshire, Hampshire, Oxfordshire, Gloucestershire, Dorset, Devon, Wiltshire, the West of England and the Isle of Wight.

# ROTHERHAM MBC INVESTED IN RENTSENSE AND SAVED £1.6M

■ ■ In 2018/19 the target set was to achieve a collection rate of 98.25%. At the year-end we achieved 99.67%, which meant we collected over £1.1m more in rent than budgeted. We also reduced our bad debt provision by around £500,000. ■ ■

Paul Elliot  
Business and Commercial Manager at Rotherham Council

Over 150 social landlords now use RentSense. RentSense remains the only proven solution that helps reduce current and former arrears, evictions and the number of tenants in debt.

SEE MOBYSOFT AT



# BUSINESS & TECHNOLOGY PRESENTATIONS



## THRIVE HOMES

Data security & integrity

### THURSDAY | PEMBROKE | 1445

Speakers: John Stenton, IT manager & Raheef Khan, system support engineer, Thrive Homes

The security of our data is vital. Ensuring the 'castle walls' are strong enough is only part of a layered security model; the strength of the 'walls' is irrelevant if a guard leaves a gate open!

Integrity is just as important, but the 'guards' (IT) don't have the knowledge and skills to know if the data is correct or incorrect, just if it 'looks' right. The people working in the 'castle' need to maintain the accuracy and integrity of this so the right decisions can be taken, and this all needs to be done within the rules of the King (ICO).

As the IT manager at Thrive Homes, John Stenton has moved the organisation from an on-premise, outsourced server environment to Microsoft Azure with the primary goals of enabling agile working and stronger security.

Raheef Khan has an innate comprehension of what housing data is, what it should look like and when it is wrong. He is in constant demand by Thrive's business units because relevant and up-to-date data is utterly vital.

Thrive Homes is a professional landlord creating good quality homes where people enjoy living. Established in 2008, Thrive owns and manages around 5,000 rented, leasehold and shared ownership properties in Hertfordshire, Bedfordshire, Buckinghamshire and Oxfordshire.



## TOTALMOBILE & WATES PROPERTY SERVICES

Beyond repairs – Integrating planned & programmed work into your maintenance systems

### THURSDAY | UNIVERSITY | 1200

Speaker: Niall Bond, head of IT, Wates Property Services & Nick Jeffreys, managing director for housing & property, Totalmobile

This presentation will detail why it's high time housing maintenance providers should ditch their spreadsheets and look at integrating planned and programmed work into their maintenance and job management systems.

Niall Bond is the head of IT at Wates Property Services. Wates began working with Totalmobile in 2019 to help provide the highest quality of service at a reduced cost while delivering a step-change in how planned and programmed maintenance jobs are undertaken.

Nick Jeffrey has been involved in delivering innovative solutions to housing repairs and maintenance organisations for 20+ years. His vast experience in supplying market-leading technologies that transform service delivery has supported thousands of workers in delivering more services, of the highest quality and at a reduced cost.

Totalmobile is the market leader in field service and mobile workforce management technology, helping housing and property organisations to transform their ways of working and deliver more service, of the highest quality, at reduced cost.

Providing an integrated housing repairs solution that contains job management, mobile, scheduling, analytics and IoT capabilities, our SaaS-based software streamlines key processes to deliver a step change in field-service performance, mobile-worker empowerment and management control.



## TRENT & DOVE HOUSING AND ORCHARD (INTERNETALIA)

Bringing quality and consistency to in-house repairs

### WEDNESDAY | LINCOLN | 1615

Speaker: Donna Powell, interim head of IT, Trent & Dove Housing

Trent & Dove brought repairs and maintenance back in-house during 2016. We spent the first two years bedding in the service, with improved customer satisfaction and better performance being the main aims.

During this time, we recognised the potential to work smarter and also identified a gap in our BI. We will share the journey, the challenges and how we overcame them.

Donna Powell is a senior consultant/manager with a successful background of delivering large projects and programmes including Dynamics365 and repairs & maintenance solutions for the housing sector.

She recently project managed the setting up of the in-house repairs function at Your Housing Group.

Trent & Dove is a housing association based in Burton-on-Trent that's driven to make a difference to people's lives and reduce homelessness across East Staffordshire, South Derbyshire and North West Leicestershire. Its mission is to 'transform homes, lives and neighbourhoods' which is achieved by providing affordable homes and a wide range of supporting services.



## TSG

It's Office 365, Jim... But not as we know it

### THURSDAY | PEMBROKE | 1200

Speaker: Tony Hughes, Microsoft solution strategist, TSG

Join Tony Hughes and the rest of the TSG crew for a jam-packed presentation, where we'll be taking you on a voyage of discovery through Office 365, showcasing some ground-breaking tools and innovations including AI, Power Platform and Power BI to name just a few.

Our extensive experience in the housing sector means we understand your challenges, frustrations, ambitions and social purpose, and we're here to empower you to achieve more.

As a SharePoint aficionado from the very start, Tony Hughes was quick to recognise the potential of Office 365 and apply its capabilities to help customers improve collaboration, automate processes, deploy enterprise-level document management, share knowledge, achieve compliance, manage quality and much more.

Holding 10 Microsoft Gold competencies is a clear demonstration of TSG's commitment and investment in first-class people who work with customers to solve their challenges across all areas of business.

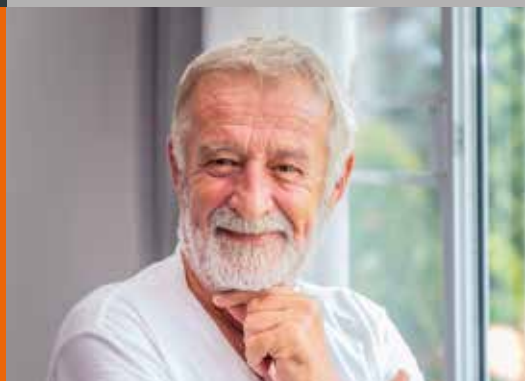


# Wolverhampton Homes Connecting Homes through IoT

Wednesday 4th March >>  
12.15pm Pembroke Suite

Hear first-hand from Wolverhampton Homes about how the use of smart technology and data can deliver intelligence in decision making.

IoT is a practical reality and a core component for housing maintenance and tenancy well-being. We will explore the challenges of retrofitting properties and dealing with tenancy privacy.



Speak to us today about  
connecting homes.  
[northgateps.com/housing](https://northgateps.com/housing)  
[npshousing@northgateps.com](mailto:npshousing@northgateps.com)



# BUSINESS & TECHNOLOGY PRESENTATIONS



## VALLEYS TO COAST HOUSING

Enabling the modern workplace

### THURSDAY | EXETER | 1100

Speakers: Polly Thompson, IT director, Neil Tamplin, IT & digital delivery manager & Jonathan Abraham, IT infrastructure & support manager, Valleys to Coast Housing

How we are unpicking legacy systems, fixing the plumbing and taking the entire organisation with us. Like many organisations, we've a complex tangle of technology and a huge demand for change.

So we'll be covering: where to start when everything is on fire; helping senior managers understand what's going on and winning their support; why we chose Chromebooks for our staff; and learning to be comfortable with ambiguity when it's our role to establish clarity.

Polly Thompson has been the IT director at Valleys to Coast Housing since 2018, after 14 years at Citizens Advice. She is a digital optimist who loves solving problems and choosing just the right gif.

Neil Tamplin joined Valleys to Coast Housing in 2019. He is passionate about 'connecting the dots' between people, technology and social good.

Jonathan Abrahams is 'always a techie at heart'. He moved to the housing sector in 2016 after spending 20 years at CapGemini.

Valleys to Coast is a not-for-profit social housing organisation with nearly 6,000 homes across Bridgend in South Wales.

We provide homes where people feel happy and safe, which contributes to our bigger vision to help build a better Wales.



## WANDLE HOUSING

The 'wow' factor, part two

### WEDNESDAY | EXETER | 1415

Speaker: Debbie Chun, IT programme manager, Wandle Housing

Following Wandle's presentation at the 2019 conference, we're continuing our mission to deliver the 'wow' factor to our customers, providing that all-encompassing customer experience, including tackling the beast that is repairs.

Following 25 workshops, 11 process maps, 19 training sessions and a fair bit of help from our friends, we went live with Microsoft Dynamics for our repairs in November 2019. We want to share our experience, including the 'tricky bits'.

Debbie Chun has a degree in public policy & management and 20 years' experience working for various housing providers, including A2Dominion and Guinness Trust. In her current role, she helps to define the vision for Wandle's innovative 'Stream' IT project.

With over 7,000 homes across nine South London boroughs, Wandle provides homes for rent, shared ownership, outright sale and supported housing.

As a developing housing provider, we are helping to tackle the shortage of good quality, affordable housing. We've provided 100s of new homes, both for people most in need of housing and for those who wouldn't otherwise be able to buy their own home.



## WATFORD COMMUNITY HOUSING

Transforming & future-proofing IT...

### THURSDAY | PEMBROKE | 1345

Speakers: Barry Wilson, CTO & Paul Richmond, group director of finances & resources, Watford Community Housing

Watford Community Housing decided to bring its IT services back in-house in 2018.

This presentation focuses on the journey taken to deliver core infrastructure resilience, increase software development and build a robust support service that's prepared the organisation for the next steps in its digital journey while ensuring commercial and regulatory compliance.

Paul Richmond has been at Watford Community Housing for three years and is responsible for the organisation's finance, treasury, risk, procurement, IT services and people teams.

Barry Wilson has worked for Watford Community Housing since 2016. He created the IT services team to deliver infrastructure, service-desk support, application development and central BI reporting.

Watford Community Housing owns and manages more than 5,000 properties, with a focus on providing much-needed homes for lower-income households.





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**Aareon UK is the leading supplier of housing management and digital solutions to the social housing sector, with over 150 customers managing over 750,000 units of stock on Aareon software in the UK.**

Operating in six countries throughout Europe, Aareon leads the way with solutions that enable landlords to transform their businesses and deliver leading services to their customers. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector, both today and in the future.

With our many years of industry-specific knowledge, our strength lies in our ability to provide a comprehensive product suite, providing you with a total end-to-end business solution:

- Housing
- Financials
- Personnel & payroll
- Reporting
- Asset management
- Contact management
- EDRMS 1st Touch Mobile
- 360 Customer Portal
- EDRMS
- 1st Touch Self-Service App

Our extensive industry experience has helped us to understand how the housing sector works, how technology helps it work better and how our customers want that technology delivered. By increasing operational efficiency and reducing the time and cost of service delivery, our range of software and digital solutions can improve your business performance, significantly improving services to your customers.

Constant research and development, backed by the resources of Europe's leading digital technology provider to the housing sector, enables us to quickly identify, develop and bring to market new and enabling products.

Aareon Smart World offers a comprehensive portfolio that enables an exchange between all parties involved. It is a holistic system that achieves end-to-end integration of your customers, staff and business partners as well as the technical equipment installed in your buildings. This results in a complete digital ecosystem that creates added value, making your lives and the lives of your tenants much smarter.

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AMAZON WEB SERVICES

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**Amazon Web Services (AWS) Worldwide Public Sector helps government, education, and non-profit customers deploy cloud services to reduce costs, drive efficiencies, and increase innovation across the globe.**

AWS provides trusted, cloud-based solutions to help you meet your mission.

Citizens, students, and government are more involved than ever in driving innovative change. Whether it's for development and testing, enterprise applications, high-performance computing, storage, backup and archiving, disaster recovery, web, mobile, and social apps, virtual desktops or data centre migrations, government agencies, education institutions and nonprofits are using AWS to help achieve their missions.

Running your solutions in the AWS Cloud can help you get your applications up and running faster while providing the same level of security that organisations such as Notre Dame, City of McKinney, and the US Navy rely on. In order to provide end-to-end security and end-to-end privacy, AWS builds services to comply with the strictest security and privacy standards, follows security best practices, provides appropriate security features in those services, and documents how to use those features.

The AWS Cloud makes a broad set of services,

partners and support options easily available to help make sure that you can focus on what will make your solution a success. And the AWS cloud is uniquely positioned to provide scalable cost-efficient solutions for public sector customers to find ways cloud services can be deployed to meet mandates and increase collaboration across agencies and organisations.

Making the journey to the cloud as easy for our customers as possible, AWS provides cloud services through a pay-as-you-go model, delivering access to technology resources that are managed by experts. Simply access AWS services over the internet, with no upfront costs (no capital investment), and pay only for the computing resources that you use, as your needs scale.

By using AWS's inexpensive and highly scalable infrastructure technology, organisations around the world can stop paying for computing power they aren't using, and get more mission for their money.

AWS has dedicated teams committed to helping public sector organisations of all sizes use AWS to pave the way for innovation and, ultimately, make the world a better place through technology. The AWS Partner Network is made up of a strong and growing community of companies that offer a wide range of products and services on the AWS platform to address virtually any use case.



## DRIVING DIGITAL TRANSFORMATION IN THE HOUSING SECTOR

Built on Microsoft Dynamics 365 technology, our end-to-end solution for housing, PowerProperty, manages the challenges of customer service by bringing together a CRM and ERP platform rich with features, functionality and benefits:

- **Scheduling Repairs and Maintenance**
- **Unified Service Desk for Contact Centres**
- **Fully Integrated Back-office Processes**
- **Enterprise Asset Management**
- **Front-office Functionality for Property Sales and Tenancy Management**
- **Single View for Business Insights**
- **Robust Management Reporting Functionality**

With over 25 years of experience partnering with Microsoft on delivering successful digital and business transformation projects, PowerObjects can help find a technology solution that improves the tenant experience and helps manage growth.

## 100% FOCUSED ON MICROSOFT BUSINESS APPLICATIONS

PowerObjects is a leader in delivering Microsoft Business Applications solutions and the Dynamics 365 workloads through unparalleled offerings of Service, Support, Education and Add-ons.



### SERVICE

100% Focused on providing end-to-end Service for Microsoft Business Applications



### SUPPORT

Offering responsive and on-demand Support for Microsoft Business Applications



### EDUCATION

#1 Partner in the world for Microsoft Business Applications Education and Training



### ADD-ONS

Over 30 PowerPack Add-ons to enhance the functionality of Dynamics 365



An HCL Technologies Company

[uk.PowerObjects.com/housing](https://uk.PowerObjects.com/housing)



# CORPORATE PROFILES



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### TWITTER

nestclo

**ARIGN (derived from ARchitecture, desIGN) is an IT architecture and design consultancy.**

At ARIGN, we help clients to achieve their strategic objectives by providing digital transformation solutions via IT architecture, solutions and information security services.

Nestclo, our software-as-a-service platform, provides a suite of applications to digitally manage business operations for housing, real estate and food & beverage clients.

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## BRITANNIC TECHNOLOGIES

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**Britannic Technologies are award-winning specialists in voice communications, systems integration and managed services, maximising the ICT investment of private and public organisations across the UK.**

Most importantly though, we are your partner when it comes to designing, delivering and developing transformative housing solutions. We closely work with you to understand your business goals, processes and culture. Then we build and support your integrated solution with network services, systems and applications that really meet your end user needs and commercial requirements.

Housing is one of our strongest vertical markets – we understand the challenges and know where the opportunities lie. We've worked with clients such as Advance Housing, who see us as a key partner for their digital transformation.

Our partners are world-leading manufacturers such as Avaya, Enghouse and Mitel. A consultancy approach tailors communications technology and services to the complex needs of midsize businesses.

"We decided to go with Britannic because we were confident that they could not only look after what we needed now, but are also the type of strategic partner we need for the future."

Head of ICT and Business Systems, Advance Housing



**Simpson Associates**  
The Data Analytics Company

# Service Charge Simplifier

A customisable Service Charge Solution for Housing Associations



A Cloud based customisable service charge solution that enables Housing Associations to manage their Service Charges quicker and more effectively than ever before.



## Easy to Customise

Enabling your Association to adapt quickly to the current climate and your Association's business requirements



## Improves Customer Satisfaction

Always keep your tenants informed with quick and easy monitoring, reporting and service charge statement production



## Automated

Speeding up the Service Charge Process and omitting the risk of human error



## Easily Integrated

Integrates with your current Housing Management and Finance System



**Visit us at the Simpson Associates stand to view a live demo and discover how your service charges process can be simplified.**

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**Cadcorp**  
SPATIAL INFORMATION SYSTEM

**CADCORP**

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**Cadcorp is a British software development company focused on GIS and web mapping software. We offer a complete suite of products – the Cadcorp Spatial Information System (Cadcorp SIS) – to address all phases of spatial information management.**

Cadcorp helps organisations in the public and private sectors maximise their return on investment in geographic information by making it easier to share and distribute spatial data between people and between systems. The sectors Cadcorp supports are central and local government, emergency services, energy & infrastructure, finance and land & property.

For housing associations, property developers, land agents, facilities managers, landlords, estate agents, letting agencies, farm and estates managers, surveyors and valuers, Cadcorp SIS is used for:

**Building up records**

Those new to GIS and mapping find that the powerful data capture and editing capabilities of Cadcorp SIS are invaluable for helping them create and maintain map records of their land and property assets.

**Managing assets**

Asset managers are discovering the advantages

of recording properties not simply as addresses or points on a map but as well-defined features. Many housing associations can negotiate with grounds maintenance contractors after using GIS to provide accurate measurements of the areas to be maintained.

**Sharing the big picture**

Housing associations that have already captured their asset base are now using the power of shared location to help them operate in a joined-up manner. They are using the capability of Cadcorp SIS to integrate disparate data sets, present the big picture and to share that picture more widely through web mapping.

**Hosted web mapping**

For housing associations that want to take advantage of geographic information but don't have a dedicated mapping expert, we offer hosted web mapping. For this, Cadcorp takes on the responsibility of managing both map data and the web mapping software. The housing association simply subscribes to the service that includes software, data and management services.

Cadcorp SIS is available worldwide through a network of Cadcorp partners and from a direct sales team serving the UK and Ireland.

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**Your housing. Our Technology.**

We know your housing management solution needs to be as intelligent and intuitive as the technology we use every day, helping you to streamline operations and provide the very best customer service.

That's why One Housing is unique, providing a fully integrated suite of tools in the cloud which enable housing organisations to easily handle every aspect of their business. From allocations, finance, payments and accounting, to managing rent, repairs and effective asset management. With self-service portals, One Housing helps make your workforce more productive.

Capita One provides software for over a third of the UK's social housing providers and our One Housing solution is the UK's most comprehensive housing management software suite, with one unified and integrated database and automated workflow, enabling you to provide the best possible service and experience to tenants. One Housing pulls together all the information housing organisations need to simplify and streamline essential processes, improve efficiency and productivity with a functionally rich and intuitive interface.

No-one else can provide the breadth of products and end-to-end services under one roof, including software, expert business process improvement, physical asset management and much more. All this means your residents will benefit from an improved service, properties are efficiently maintained, and every function is more visible and easier to manage.

**Key areas covered by One Housing:**

- Customer relationship management
- Rents, arrears and income management
- Tenancy and estate management, incl. complaints and anti-social behaviour
- Leaseholder management and service charges
- Voids, choice-based lettings and allocations
- Repairs, planned maintenance and asset management
- Homelessness





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Alternatively, visit us at **www.sovereign-plc.co.uk**





**CASTLETON TECHNOLOGY**

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Castleton is the leading provider of integrated technology solutions within the social housing sector, supporting housing associations of all sizes with their business transformation strategies. With our combined solutions used by more than any other provider, we are the number one supplier exclusive to the sector.

Our clients are now able to use Castleton as their single go-to technology partner, allowing them to streamline their operations with better communications across departments, overcome compatibility problems and develop enhanced business intelligence to better support the needs of their customers.

We work with over 600 social housing providers across the UK, Republic of Ireland and Australia, with around 18,000 housing professionals world-wide using Castleton solutions on a daily basis.

Castleton delivers key business processes to social housing providers, covering everything from customer engagement, rent collection, arrears forecasting and financial planning to document management and maintenance solutions. All Castleton solutions are mobile via apps or digital platforms. Our range of solutions allow housing providers to make significant improvements in service, performance and insight, as well as delivering a solid return on their investments.

Our solutions are designed to support your business requirements as follows:

- **Digital engagement:** connect your organisation to interact with your customers. Our AI manager integrated with Amazon Alexa, Agile mobile applications, Castleton.DIGITAL platform and SMS Communications Manager is designed to facilitate multi-channel and self-service delivery to create an enhanced customer experience.
- **Business essentials:** putting knowledge and understanding at the heart of what you do. Our housing management system, CRM, Maintain repairs solution and Community platform for smaller housing associations allow you to work smarter and efficiently, with complete visibility of your customers, properties and resources.
- **Castleton Housing CRM** transforms relationships and puts your customers at the heart of your system. Our customer-centric relationship management system is designed exclusively for the social housing market and provides 360-degree visibility of your residents, properties and services on a single screen.

- **Finance management:** greater financial visibility and intelligent forecasting. Our finance system, purchase-to-pay solution and HousingBrixx strategic planning tool provide you with the ability to control budgets and costs, manage invoice processing and make strategic projections.
- **We also provide a rent arrears management solution** which drives your data to gain valuable insights into tenant payment behaviours, reducing caseloads and increasing collection rates.
- **Operational efficiency:** managing tomorrow with better perspective today. Our EDRM, Reporting, Scheduler and Data Services solutions will streamline, optimise and improve outcomes through data analysis, document and workflow management.
- **Provide ultimate transparency** by giving customers access to real-time location tracking when a maintenance operative is en route with our Find My Engineer tracking tool.
- **Delivering cloud and core services:** offering a wide range of IT solutions, Castleton can effortlessly support an organisation's business objectives, including helping to drive efficiencies, manage legacy architectures or providing customers and staff with the latest social, mobile and cloud technologies. Castleton has the capability to provide a full IT outsourced service, becoming an extension of our housing providers' IT departments.





Totalmobile



# A modern, integrated housing repairs solution that includes:



Job Management



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Enabling your staff to deliver more services, of the highest quality, at reduced cost.

Helping our customers achieve



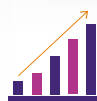
20%

Increase in turnover



25%

Increase in repairs & maintenance productivity



35%

More jobs being completed every day

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**CDW delivers IT services and solutions to drive competitive advantage. Our international reach will accelerate your success.**

CDW is a leading multi-brand technology solutions provider to business, government, education and healthcare organisations in the United States, Canada, United Kingdom and other international locations. We help our clients achieve their goals by delivering integrated solutions and services that maximise their technology investments.

Integrating new technologies into your organisation demands a careful balancing act; cost, security and competitive advantage all need to be considered as part of a forward-thinking IT strategy. At CDW, we are recipients of the industry's highest achievable accreditations. Our IT solutions and services are designed to offer you strategic advantages over your competitors, helping you to attract and retain more customers, while increasing your market share.

**At CDW, we are People Who Get IT.**

### Professional services

- Technical consulting • Training
- Onsite deployment & engineering
- Project & programme management

### Managed services

- Cloud services (ServiceWorks) • Field engineering
- Desktop management • Infrastructure network monitoring & management • Service desk & service management

### Integrated technology solutions

- Cloud • Data Centre • Networking
- Security • Workspace

### Supply

- Configuration • Disposal • International logistics
- Leasing • ServiceTrack • Warehousing

We work to the highest standards and have an ongoing investment in the development of our people across all areas of the business. Our accreditations enable us to advise and deliver some of the very latest products, services and solutions.

### Partner accreditations

- Adobe Platinum Reseller
- Apple Authorised Enterprise Reseller
- Cisco Gold Partner
- Citrix Partner Platinum Solution Advisor
- Dell EMC Server Partner
- Dell EMC Titanium Black Partner
- F5 Networks Gold Partner
- Google Premier Partner
- Hitachi Vantara Platinum Partner
- Hewlett Packard Enterprise Platinum Partner
- HP Inc. Platinum Partner
- IBM Premier Business Partner
- Lenovo Platinum Plus PC Partner
- Lenovo Premier Gold Business Partner

- Microsoft LSP (Licensing Solutions Provider)
- Microsoft ADR (Authorised Device Reseller)
- Microsoft Cloud Deployment Partner
- Mimecast Service Partner
- NetApp Star Partner Multi Geo
- Nutanix Elite Partner
- Palo Alto Networks Platinum Partner
- Pure Storage Elite Partner
- RedHat Premier Business Partner
- Riverbed Premier Partner
- Samsung Team of Empowered Partners (STEP) – Platinum
- Symantec Platinum Partner
- Toshiba Premier Partner
- Veritas Platinum Partner
- VMware Premier Partner

### Our recent awards include

- Arrow ECS Success in Service - Best Growth Partner 2017
- Cisco UK Data Centre Partner of the Year 2017
- Cisco Architectural Excellence: Data Centre 2017
- Cisco EMEA Enterprise Partner of the Year 2018
- Cisco UK & I Partner of the Year 2018
- Cisco UK & I Commercial Partner of the Year 2018
- Cisco UK & I Enterprise Partner of the Year 2018
- Citrix Partner Accelerator UK & I Outstanding Achievement in Networking 2017
- Citrix Networking Partner of the Year 2018
- Dell EMC UK Hyper Converged Partner of the Year 2017
- F5 Rising Star Award 2017
- HPE UKI Partner of the Year 2018
- HPI UK International Partner of the Year 2019
- IBM Storage Partner of the Year 2017
- Lenovo Business Partner of the Year 2018
- Mimecast Excellence in Customer Service 2017
- NetApp Outstanding Contribution Award 2017
- Nutanix Global Partner of the Year 2018
- Palo Alto Networks UK Partner of the Year 2017
- Palo Alto Networks Public Sector Partner of the Year 2017
- Palo Alto EMEA Regional Partner of the Year 2017
- VMware Public Sector Partner of the Year 2019
- Cisco UK&I Commercial Partner of the Year 2019

### CDW at a glance

- £12bn+ global / £1.1bn UK revenue in 2018
- 1,200+ UK coworkers / 8,700+ international coworkers
- 800+ UK service roles / 4,700+ global service roles
- 2,000 UK clients with 30% FTSE-100
- Presence in both commercial and public sector
- 3 x UK-based data centres
- UK-based 24/7 service desk
- 120,000 sq-ft national distribution centre (NDC) and 20,000 sq-ft configuration centre with 750+ workstations
- Purpose-built service operations centre (SOC)
- International locations include Netherlands, APAC, Africa, Middle East, Australia, USA and Canada





# ***IT'S OFFICE 365, JIM... BUT NOT AS WE KNOW IT.***

**The growth of Office 365 has been stratospheric.  
TSG will help you discover a new galaxy of possibilities.**

It's Office 365, Jim... but not as we know it. Join Tony and the rest of the TSG crew at Housing Technology 2020 on our stand and at our presentation. We'll take you on a journey of discovery through the latest Office 365 AI features for bots, robotic process automation, automatic document processing and more. We're proud to be working with housing associations across the UK and our extensive experience means we understand your challenges, frustrations, ambitions and social purpose, and we're here to empower you to achieve more.

**Microsoft  
Partner**  


Gold Cloud Productivity  
Gold Collaboration and Content  
Gold Database  
Gold Enterprise Resource Planning  
Gold Small and Midmarket Cloud Solutions  
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Gold Application Development  
Gold Messaging  
Gold Cloud Customer Relationship Management  
Gold Cloud Platform



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Civica is a market-leading partner within the social housing sector. Our cloud software, digital solutions and managed services assist you to provide vital services and safeguard people in their communities.

Working in partnership with more than 400 housing providers, we support them to provide vital services to five million tenants. From housing and asset management, income and financial management to managed IT services, we connect tenants and providers by delivering multi-channel services, enabling residents to communicate anytime, anywhere. Together, we help housing organisations gain better data insight by creating a single view of customers.

By connecting data and systems, our automated solutions provide deeper business insight, creating a single view of customers and properties. For example, using connected devices to monitor, measure and proactively respond to their needs, mobilising services so they are available anywhere, anytime and helping you to manage capacity and deliver services on-demand. The ability to gather vital data on customer interactions allows organisations to spot patterns and behaviours; enabling the delivery of intelligent, responsive

services and improving operational efficiencies while unlocking significant savings.

**About Civica Group**

Civica is an international leader in software for public services, providing the cloud software, digital solutions and automation behind vital services for over 90 million people. Combining exceptional customer focus, experience and commitment, Civica supplies more than 3,000 major organisations in 10 countries around the world.

crimson®

CRIMSON

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Helping the social housing sector get more from their investment in Microsoft cloud technologies.

We take a collaborative and iterative approach to Microsoft Dynamic 365, Office 365 and Azure IT projects that de-risk and accelerate you towards more intelligent digital customer experiences.

Together with Crimson's IT recruitment services, we can help unite your people, processes and technologies.



**HOUSING  
TECHNOLOGY**

recruitment

PROMOTE YOUR JOB  
VACANCIES FOR FREE AND  
REACH HIGH-CALIBRE  
CANDIDATES WITH  
HOUSING TECHNOLOGY

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- 100% free with no payment gateways
- Post your vacancies on our easy-to-use website in a matter of minutes
- Receive applications directly from our large audience
- Feature in our monthly jobs email which is sent to 1000+ key professionals in the sector
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---

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## Esuasive

### ESUASIVE

WEB  
esuasive.co.uk

TWITTER  
esuasiveuk

**Esuasive offers a complete Microsoft Dynamics 365 solution for smaller, mid-tier and larger housing associations.**

Esuasive Housing, our flagship solution, is an open, flexible system running in the Microsoft Cloud for scalability and resilience and powered by Microsoft Dynamics 365 and the Microsoft Power Platform.

Developed as a single, modular, integrated system, Esuasive Housing incorporates powerful but easily configurable functionality across CRM, housing management, property management, rent and service charge processes. With out-of-the-box mobile capability, direct connectivity to Microsoft SharePoint for document management, a tenant portal enabling customer self-service and a contractor portal linking to external repairs and maintenance teams, our solution streamlines business processes, enables seamless interaction with customers and delivers insights across the broad span of customer, tenancy, property and arrears data.

We work collaboratively with housing customers to ensure that each solution we deliver is fully aligned

with business processes and fully integrated with other systems and services. To make sure the transition to our solution is smooth and user adoption is strong, we include 'how to' video guides alongside traditional documentation to help users quickly get to grips with system processes. And while we provide full support, by involving business users and IT staff throughout the implementation and providing technical training as required, we ensure customers can make changes to and support the system themselves if they wish.

Built from the ground up in partnership with some of the UK's most ambitious housing providers, Esuasive Housing integrates with or replaces your existing CRM and housing management systems, putting the customer in the centre.

For social housing providers looking to free themselves from dependency on closed legacy systems, decommission single-function applications and exit expensive, unresponsive support contracts, Esuasive Housing running on the Microsoft Dynamics 365 platform offers a modern, open, flexible alternative.



### FAST LEAN SMART

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Hear what our other customers have to say: [bit.ly/fls-ht](https://bit.ly/fls-ht)

**FLS is Europe's technology leader for field force scheduling, dynamic route optimisation, customer self-service and engagement systems. Our aim is to ensure that our solutions are undisputedly the fastest, leanest, and smartest solutions on the market.**

Service expectations have risen in the age of digital transformation and we can help you achieve the optimal customer experience while reducing costs. FLS customers include the owners of over 400,000 residential properties together with service providers such as Axis Europe, T. Brown, Aspect Maintenance, Innovation Property and HomeServe.

Our customers profit from maximum efficiency and the technology to enable a high-quality customer experience with 24x7 self-service, automated messaging and tracing arrival of the operative Uber-style. FLS real-time technology is remarkably flexible to individual customer needs, is implemented quicker and achieves more accurate schedules than alternatives, with precision that your operatives and customers will appreciate, using actual traffic-based driving speeds and self-learning job durations.

FLS solutions are flexible and will perform whether you have 50, 500 or 5,000 resources. We offer our expertise and 25 years' experience in the development and implementation of workforce management software to ensure you quickly achieve your objectives for service improvement and efficiency.

• FLS Visitour, our flagship scheduling solution for field service, enables the planning of appointments and routes that are cost-optimised, customer service-

oriented, and operative-friendly thanks to intelligent real-time optimisation, including same-day and rapid response to SLA.

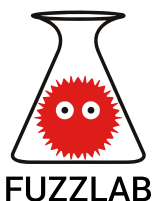
• FLS What-If Simulator connects the benefits of real-time planning to assist with business improvement through strategic planning and decision support. Have you got enough resource to cope with surge times? Where should you best hire new people and with what skills?

Today, most housing management and repairs software include some form of field force scheduling capability, however, FLS Visitour will integrate seamlessly with these systems using web services and you can gain the benefits of best-of-breed scheduling capability.

We offer you a free evaluation! Firstly, a test to compare how you scheduled work historically with how Visitour could have scheduled the same appointments with your available operatives. Secondly, a no-commitment 'try before you buy' live trial/pilot system.

Russell Measor, head of data and delivery at Axis Europe, said, "The main reason we chose FLS was the speed and high performance of Visitour and the fact that we can tweak its algorithms to fit our needs. With speed profiles and real-time traffic data, Visitour can plan routes in ways that are most efficient and most productive for our operatives. And real-time tracking is going to increase our engagement with customers and reduce our no-access rates. It will enable us to provide them with operatives' exact, up-to-the-minute locations, making them less likely to pop out when an operative is around the corner."





## FUZZLAB

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**Fuzzlab is the first and best chatbot and AI solution provider that specialises in the social housing sector.**

Our mission is to make tenants' lives easier by making it simple to manage their affairs and interaction with their landlord.

The founders have over 30 years of combined housing experience that they have applied to make digital transformation and customer self-service simple for our customers.



## IOPT

WEB  
ioptassets.com

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**iOpt founder Dane Ralston has been working in remote asset monitoring for over 20 years. Everything from Aston Martins and Boeing aircraft engines through to that lowly-but-original IoT system, the ATM machine, has at some stage crossed his path. Now he brings this experience to bear in housing. iOpt's operations director, Stewart Carruth, brings hands-on housing expertise, having a postgraduate diploma in housing, worked at two housing associations and been involved with the sector as Stirling Council CEO and director of corporate governance at Aberdeen City Council.**

iOpt (internet of property things) was a spin-out from a company that worked in the electricity distribution sector. Using smart meter data and data from within the grids (substations, etc), we helped run this critical infrastructure more efficiently. In 2016, we were approached by Renfrewshire Council and asked if we would consider using our asset monitoring experience to see if we could remotely monitor their assets, including 12,500 social housing properties.

Originally a proof of concept (PoC) to see if iOpt could show whether the energy efficiency work that the council had carried out was making a positive difference to their properties and, more importantly, their tenants' health and finances. The results of the PoC were surprising to everyone involved and showed that the council's belief that the internet of things could be a game changer was indeed true... just in more ways than one. On the back of this, iOpt

was established in April 2016 and from there, the story has exploded.

Very quickly, iOpt customers identified a variety of use-cases above and beyond the original heating and humidity use-cases and we had to prioritise the most beneficial ones in order to focus on delivering a great base service that could be built upon. To widen our knowledge base in the sector, a variety of consultants were engaged and industry leaders in property management, sensor development and radio networks were worked with. One of our investors is Semtech, the large American corporate behind the LoRaWAN technology that is now widely in use for IoT products and services.


In our asset monitoring experience, we have always pushed the KISS principle of 'Keep It Simple Stupid' and we have continued that mantra into housing with some amazing results.

We have loved working in the housing sector and have been amazed by the commitment of those in the sector to deliver a better service to their customers, the tenants. We are delighted to be helping that mission and it's always very gratifying to hear of a positive resolution to a situation that's been resolved with the help of iOpt's solutions.

iOpt will continue to focus specifically on the housing sector and we will continue to develop great products that help property managers and tenants alike.

**iOpt – Protecting Assets & Protecting Tenants**

PREMIUM SPONSOR



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iticaconsulting

Established in 2004, Itica is best known in the housing sector for our business-driven IT consultancy, and we have helped housing providers of differing sizes to make the right business decisions about systems, technology, suppliers and IT organisation to drive the required strategic outcomes, whether that is improving customer service, achieving digital transformation, maintaining compliance or increasing organisational efficiency.

Our customers value our blend of sector knowledge, challenge and a different perspective brought through our non-sector experience, especially today as many face a difficult 'stick or twist' choice relating to technology and suppliers.

We understand that people are the real influencers of change rather than technology and that organisations are different, even though they may operate in the same market or be governed by the same regulations and legislations. One size does not fit all – we deliver our capabilities in a way that suits our customers, and this includes interim IT leadership. This is because we measure our success by achieving our customers' desired outcomes rather than contract signatures.

Our customer engagements are built on the solid foundations of authentic, transparent and mutually beneficial business relationships. We treat customers, suppliers, partners and employees with the same high standards, recognising that they are all equally important to our success. Our strong business ethics will not allow us to take on any work where we are unable to deliver value.

We value the importance of the communities we operate in and our objective is to build a business that will offer meaningful employment opportunities to young people, as well as identifying other ways of making a positive contribution to the sector.

**Our products and services**

We believe that our consultants' mix of expertise, coupled with our focus on business outcomes, adds significant value to both housing organisations and to technology companies operating in the housing sector. Our offer is built around a proven methodology and we help our customers by delivering these core services:

- **IT strategy** – 'Stick or twist' reviews linked to business objectives and an analysis of value, time cost and risk;
- **Business capability modelling** – aligning organisational capability to business outcomes;
- **Digital transformation** – service and value chain analysis and digital experience management;
- **Intelligent sourcing** – applications, infrastructure and managed services that deliver business, service and cost benefits;
- **Relationship optimisation** – building effective relationships with strategic suppliers, including contract rescue;
- **Interim IT leadership** – IT transformation, coaching, recruitment and selection.

We are delighted to be sponsoring the Housing Technology 2020 conference this year and look forward to networking with both housing providers and IT companies operating in the sector.



## MINIBEMS

WEB  
[minibems.com](http://minibems.com)

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**Minibems is the only data-driven, cloud-connected heat network solution that provides reliable, energy-efficient comfort for residents.**

Using smart devices we apply data learnings to deliver real-time flow control, reducing average flow rates by 60%, subsequently saving up to 40% of primary fuel and carbon emissions.

### **Easily integrated into new-build and existing heat networks**

Minibems can add value to any existing or planned heat network. It is ideally suited to multi-tenanted properties, such as social housing and residential care environments where multiple IoT benefits can be leveraged for the accommodation provider.

The top 100 housing associations in the UK account for 2.5 million individual properties under management. This is growing substantially every year as the government strives to achieve its commitment to tackle the housing situation throughout the UK.

Social housing providers face significant challenges in reducing their costs of operation, with the national average cost to manage a property being £3,550 per annum. Heat network owners that take advantage of Minibems accrue the real benefits because they leave poor control and inefficient system performance in the past.

### **Traditional vs. data-driven heat networks**

Heat networks are currently designed to meet rare worst-case scenarios, such as when demand for heat is at a maximum and external temperatures are sub-zero. Most of the time there is an oversupply of heat and running costs are high.

Through specialised energy saving software, Minibems saves 25-40% of the fuel used in communally heated apartment blocks. In 'heat with rent' properties, the savings are likely to be around 50-80%.

The Minibems controller is connected to multiple smart devices which are connected to the internet, including pumps, valves, sensors and meters. This enables further benefits for the housing provider through optimising repairs and maintenance procedures, with data facilitating enhanced decision-making and cost savings.

### **Reduced call-out rates & effective triage**

One of the biggest hidden costs of heat networks is the time and money wasted on unplanned maintenance. We triage heating and hot water problems and determine the root cause without

visiting the property, significantly reducing the call-out rates of heat networks.

### **Metering & billing**


Quick, efficient and automated metering and billing management comes as standard. We offer flexible credit and pre-payment billing options to heat network owners and operators, with the revenues reconciled and updated automatically. By making it easy for your residents to pay and keep their heating on, Minibems improves and maintains high levels of customer satisfaction.

### **The Minibems team**

Our in-house software development team is dedicated to developing user-friendly and data-rich applications that enable us to deploy continual improvements.

Our technical team use the data and apply their engineering expertise to determine what can be done to further improve heat performance. Their goal is maximising comfort for heat network residents while optimising the heat delivery – ensuring value for money. Meanwhile, our customer service team looks after the residents, ensuring they get the heat comfort they need and manage the metering and billing on behalf of the heat network.

PREMIUM SPONSOR



MIS ACTIVE MANAGEMENT SYSTEMS

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misamsactiveh

MIS Active Management Systems has been providing solutions to social housing organisations for over 35 years, with customers ranging in size from just 34 homes to over 66,000 homes. Acknowledged as the supplier with the highest customer rating together with our comprehensive solutions mean that we are your one-stop source for innovative housing management software.

Our excellence in software development and customer service marks us out in this competitive market. We continue to grow by expanding our solution range with new functionality and extending the reach with web and mobile capabilities so that agile working becomes a reality for our customers, improving an organisation's performance and raising standards.

The ActiveH application software suite comprises a number of integrated modules around a single core SQL database of properties and people. Each module can be tailored to different areas of your organisation using the integrated workflow. We use workflow to ensure that non-standard functionality requirements can be carried out without the need to make bespoke changes to the core system.

With our many years of experience, our ActiveH product offers a fully integrated solution including:

- Customer relationship management
- Rent accounting
- Arrears management
- Cash receipting
- Repairs and maintenance
- Workflow
- Mobile working
- Asset management
- Smoothing and modelling
- Planned maintenance
- Service charges
- Process management
- Lettings
- Workforce management
- SMS texting
- Customer portal
- Business intelligence reporting

The integration provides a complete 360-degree view of all information surrounding a person or property. It also enables a smooth and rapid flow of information without the need for duplication or manual intervention.

ActiveH supports you in the fulfilment of your statutory and regulatory commitments. In addition, the key aim of the software is to provide you with a system that can give you a competitive advantage in both operational and service delivery terms.

We also offer a 'lite' product, ActiveH Lite for smaller organisations.

What sets us apart from our competitors? Just ask any of our customers – enthusiasm, motivation to go that extra mile, flexibility, close relationships with our customers and an honest approach.



## PREMIUM SPONSOR



### MOBILEIRON

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[mobileiron.com](https://mobileiron.com)

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[mobileiron](https://twitter.com/mobileiron)

**MobileIron is redefining enterprise security with the industry's first mobile-centric, zero-trust platform built on a unified endpoint management (UEM) foundation to secure data across the perimeter-less enterprise.**

Mobile is at the centre of our universe, both personally and professionally. Consider that our mobile devices are rarely more than two feet from us, and evidence shows we engage with them at least 47 times per day. Our mobile-centric lives allow us to work anytime, anywhere, on any mobile device or network. Business data flows freely across a now perimeter-less enterprise, empowering users to make impactful decisions on the fly. As a result, the traditional, perimeter-based approach to enterprise security is ineffective and becoming obsolete as support for mobile and cloud business productivity increases.

However, this comes with new risks. In the perimeter-less enterprise, data no longer resides on locked-down PCs and servers behind the firewall, so it can't be secured by traditional security solutions. Instead, data is spread across an information fabric that spans a wide variety of modern endpoints including Android, iOS, macOS and Windows 10, as well as cloud services such as Salesforce, Google G Suite, Microsoft Office 365 and custom cloud applications.

The shift to mobile and cloud technologies introduces three main challenges that CIOs and CISOs need to address:

- Drive business innovation by allowing employees to securely use mobile, cloud and endpoints for work;
- Enforce corporate security without impacting the user experience;
- Redefine enterprise security strategies to address a perimeter-less environment.


A zero-trust security model provides an ideal framework for solving these challenges because it assumes that 'bad actors' are already inside the network and secure access is determined by a 'never trust, always verify' approach.

#### **Why MobileIron**

MobileIron's mobile-centric, zero-trust approach goes beyond traditional identity management and gateway solutions by using a more comprehensive set of attributes to grant secure access.

MobileIron's award-winning and industry-leading UEM platform includes zero sign-on (ZSO), multi-factor authentication (MFA) and mobile threat defence (MTD) capabilities. Together they validate the device, establish user context, check app authorisation, verify the network, and detect and remediate threats before granting secure access to a device or user. The result is a seamless, secure user experience that automates access control decisions to ensure that only authorised users, devices, apps and services can access business resources.

PREMIUM SPONSOR



MOBYSOFT

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Mobysft helps to deliver time- and cost-saving solutions, which create tangible RoI for social housing customers, including our RentSense application, a cloud-based predictive analytic solution that optimises front-line income management workloads.

The software helps over 150 social housing organisations maximise income, create efficiencies and mitigate welfare reform. Customers typically generate a return on their investment in four months and three weeks. On average, customers achieve a 15.8% arrears reduction in the first year, an average efficiency saving of 32% and an income officer caseload reduction of 50.8%. In the last two years, RentSense has helped reduce its customers' arrears by around £67m.

Mobysft is one of the fastest growing SaaS providers in the UK and has been shortlisted in the 'Top 50 fastest growing technology companies in the North' for the last five years and has recently won a Queen's Award for Enterprise in Innovation

PREMIUM SPONSOR



An NEC Company

NORTHGATE PUBLIC SERVICES, AN NEC COMPANY

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It's an approach that leads to clever software – streamlining old processes, saving money and delivering positive change.

The housing sector is calling out for a fresh approach to managing their customers, processes and people. That's why we have drawn a new blueprint for the technology that supports housing providers.

With our fresh-thinking and open approach, we can instantly bring together the exact information you need from any part of your organisation to provide a deeper understanding of your housing portfolio and your customers' needs.

We push boundaries and deliver positive change – transforming rent collections and repairs, helping you to predict issues before they arise, stamping out unnecessary administration and ensuring more families are in the homes they need.

And with over 180 social housing customers and five million tenants already relying on innovations from Northgate Public Services, you know we have the talent and expertise that counts.

Push boundaries, raise standards and shape a housing sector that thinks smart and works smarter.

We have a proven history of creating game-changing software.

We are delighted to be sponsoring this year's conference – if you have any questions or would like more information, please come along and speak to the team.



ONI

WEB  
oni.co.uk

TWITTER  
oniplc

Established in 1992, ONI is one of the largest providers to housing associations of on-premise and cloud IT solutions, with over ten years' experience helping the housing sector on projects such as IoT, big data, AI and cyber security. We have expertise covering network infrastructure, unified communications and collaboration, contact centre, data centre services, connectivity and cyber-security.

Our fully-owned, UK-based Tier 3+ data centre facility has an enviable 100% uptime record since it was opened in 2011, offering cloud services including infrastructure, back up and disaster recovery, UC, collaboration and contact centre solutions as-a-service.

ONI is committed to providing our customers with the availability, performance and agility required to transform their business. It's what we call Business Assured and comprises three core pledges:

- 100% uptime guaranteed. Our data centre has never had a service-affecting outage. Ever.
- On-premise or cloud agnostic. We're experts in on-premise and cloud solutions, so you get the best of both worlds.

- Predictable and transparent costs. Simple cloud and managed services pricing make budgeting a breeze, keeping you in control of costs.

### Our approach

By adopting a strategic, forward-thinking approach to IT, we help housing associations turn technology into a business enabler that improves workforce productivity, operational processes, mobile working, and tenant communications and engagement. Creating a leaner, less complex IT estate adds value to our clients by creating a more agile, productive and collaborative environment, with a future-proofed approach to technology that ensures your business-critical systems and applications match your objectives, both today and tomorrow.

### Services and support

Our professional services teams offer a range of complementary services, which enable us to design, develop and deploy IT solutions to suit any housing association, wherever they are on their transformation journey. ONI solutions are backed by our UK-based 24/7 technical assistance centre (TAC) offering support, maintenance and managed services.



OPTUS HOMES

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### The mobile has won

Optus Homes is super charging digital transformation for social housing with an innovative app delivering tenant convenience and landlord efficiencies. On a global basis, over 1.5 billion smartphones are sold annually and in the hands of your tenants, no other device comes close to its ubiquity and power. In the UK, 96% of adults use a mobile phone, and they prefer well-designed and intuitive apps rather than websites for everything from pizza delivery to streaming movies, and from opening bank accounts to managing home utilities. Today, a web portal is simply not enough, but by putting consumers at the heart of how you do things, they will give you great feedback and will willingly transition, resulting in reduced costs and greater efficiencies... make 2020 your year of transition.

### The team

Our team brings experience from the social housing sector of course, but also other sectors as diverse as the entertainment industry, charities and mission-critical services, and from build-environment services to consumer engagement, -ecommerce and social media. Between us, we have decades of experience listening to both clients and consumers, resulting in innovative and powerful business solutions.

### Best in class

Consider the data that Netflix, Uber or the NHS gathers every time a consumer uses their app. Now think of the comparable data that a social

housing landlord might benefit from if tenants used a modern well-designed app to manage their rental account : repairs urgency, classification or frequency : appointment completion, engineer reviews, appliance MTBF and service history : rent payment, punctuality and arrears history : 2-way messaging between landlords and specific tenant groups : the list is endless.

All of this means that your app becomes a useful everyday tool, not just a complaint channel. And as a social housing landlord, you reap the benefits of inclusivity and happier tenants. Oh... and did we mention integration of intelligent speakers for convenience and to aid adoption by the elderly or reluctant users?

### The solution

Several housing associations together with best in class UI/UX designers participated in the product's research and specification stage. Our Microsoft Gold-certified partners built the app (on Xamarin) and integrated it to the Azure cloud platform. It's specifically designed to ease integration to existing housing management systems, whether on-premise or cloud based, and is available to landlords on a per-month PaaS basis.

The Optus Homes app is suitable for landlords of all sizes; it can be rebranded for larger landlords or supplied 'as is' for landlords with very small estates.

Give your tenants a real reason to transition – go mobile first in 2020 with Optus Homes.

PREMIUM SPONSOR



Orchard

ORCHARD

WEB  
orchard-systems.co.uk

TWITTER  
orchardsystems

**Orchard is a privately-owned, leading provider of enterprise-class property management solutions and services to housing organisations and councils in the UK.**

For 40 years we have delivered people-first solutions, solving real problems for our customers, their teams and ultimately their tenants. Our feature-rich, integrated software is the core platform for our customers, used to run their businesses and engage with their customers.

2019 was our 40th anniversary year. Of course, we are very proud of our history and our domain expertise, yet at the same time we don't want to rest on our laurels. Having served many customers along our journey, we appreciate the importance of being dynamic, innovative and looking ahead.

We are heavily investing into market research and development to ensure we continue to bring modern solutions with increased functionality using our own Orchard platform through a cloud delivery model. In addition, we continue to invest in our on-premise software solutions to ensure customers can have a smooth and managed transition into the cloud and SaaS when they are ready.

Our aim is to become the market leader and for us that means that our solutions and services will offer greater operational value to customers.

**People-first solutions**

Our solutions portfolio delivers value in supporting core business functions such as housing management, finance and asset management, as well as supporting commercial activities and providing a range of solutions to help manage the overall efficiency, effectiveness and cost of IT provision.

**Our mission**

We work hard every day supporting customers and communities by harnessing our domain expertise and the power of technology to deliver property solutions and services to improve operational effectiveness and social good.

**Our vision**

Our vision is to have market-leading property and services solutions for the markets we serve. Investing in technology, infrastructure and culture, we are building a growth platform that is sustainable and brings market-leading value to our customers.



ParaDPO

PARADPO

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**ParaDPO has been established to help provide reliable and effective data protection support to housing organisations.**

We offer a range of data protection officer support, and our DPO as a service ranges from registering as your DPO with the ICO and carrying out all of the associated responsibilities to offering more ad-hoc support.

As DPO support, we can provide training, auditing and data protection compliance management, such as managing data subject rights and personal data breaches to conducting data protection impact assessments.

This is complimented by MyrIAD, which can also be deployed as a stand-alone solution. MyrIAD is a comprehensive system designed to offer a very pragmatic data protection addition to a DPO service.



## PREMIUM SPONSOR



An HCL Technologies Company

POWEROBJECTS, AN HCL  
TECHNOLOGIES COMPANY

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[uk.powerobjects.com](http://uk.powerobjects.com)

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[powerobjects](https://twitter.com/powerobjects)

**PowerObjects is a leader in delivering Microsoft Business Applications solutions and Dynamics 365 workloads through unparalleled offerings of service, support, education and add-ons. Named the 2019 Microsoft Financial Services Partner of the Year and the 2019 Microsoft Dynamics 365 for Customer Service Partner of the Year, PowerObjects' mission is to deliver solutions that help organisations increase productivity, streamline business processes and build better relationships.**

PowerObjects, an HCL Technologies Company, have been at the forefront of Microsoft Dynamics since its inception and support several dozen Dynamics customers in the cloud. As the Microsoft channel expanded in the past few years with the introduction of Dynamics 365 and related Microsoft Business Applications, our mission evolved in lockstep. Recognising the tremendous potential these tools represented to positively impact Dynamics 365, we amended our company tagline in 2018 to read 'PowerObjects is 100% focused on Microsoft Business Applications'. This commitment, combined with our strategy of driving success through our four pillars of service, support, education and add-ons, creates an unmatched offering in the Dynamics ecosystem.

### Service

We leverage Microsoft Dynamics 365 Business Applications, Power Platform and the Azure cloud stack to drive intelligent business value to our clients. Though we work with customers from almost every industry imaginable, we are especially entrenched in financial services, manufacturing, oil & gas, healthcare, utilities and housing sectors, as well as government institutions.

### Support

We continue to have the largest support desk for Dynamics 365 outside Microsoft. We close approximately 5,000 support tickets annually. We strongly emphasise customer satisfaction, measured by surveying clients after each interaction. For support customers last year, our average score on a 1-10 scale was 9.15. We also offer four distinct support programmes to ensure that organisations big and small have a support option that ideally suits them.

### Education

Our education team delivers custom training globally on Dynamics 365 and the entire Power Platform. Last year, for example, we trained in 15 countries on four continents, which included 1,265 users across 105 individual course dates. Our unparalleled change management practice is a true differentiator in the ecosystem.

### Add-ons

PowerPack is our suite of 25 'co-sell-ready' productivity and marketing automation tools. We now have over one million subscribers in 2,150 organisations across 101 countries, a true testament to the breadth of value we're adding across the ecosystem, including many subscribers who partner with us strictly for our add-ons.

PowerObjects' mission is to be the number one Microsoft Business Applications provider in the world by delivering solutions that help organisations increase productivity, streamline business processes and build better relationships. With offices in North America, Europe, Asia and Australia, we're well on our way.

In the UK, we have emerged as the Microsoft partner of choice within the social housing sector. PowerObjects have delivered end-to-end business transformation programmes and strategic application design and builds throughout the housing sector, delivering successful solutions to business problems by leveraging our strong experience with enabling self-service, integrating with legacy housing management systems and building custom web and mobile apps.

### Recent recognition

- 2019 Global Microsoft Financial Services Partner of the Year
- 2019 Global Microsoft Dynamics 365 for Customer Service Partner of the Year
- 2019 Microsoft US Partner of the Year – PowerApps Award



## REDKITECRM

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Based in rural Oxfordshire, our team members have extensive experience of implementing Microsoft Dynamics CRM 365 into the social housing sector. We provide a full suite of services from implementing our housing management solution to replacing legacy housing systems, implementing customer-facing solutions, portal development and mobile solutions.

Our housing management product has been designed to disrupt the status quo of traditional housing software providers by providing a transparent, easy to use, flexible and cost effective solution which can be implemented on any Microsoft Dynamics environment with features including rent engine, arrears management (forecasting, payment plans and technical arrears), and a service charge and direct debit module.

We always work in close collaboration with our customers to develop solutions designed by housing associations for housing associations and as such have a number of innovative solutions either being deployed or in the pipeline, such as compliance and asset management, rent uplifts and service charge modules, all of which are due for release this year.

Our experienced team work very hard to ensure that our customers' expectations are exceeded and as such all of our customers are our reference sites.



## SAFECILITY

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## Safecility is your building compliance concierge.

We create safer buildings and make life easier for housing authorities through IoT technology. With increased regulation post Hackitt, Safecility makes it easier to comply.

Our product automates emergency lighting and other legally required testing and our platform manages auditable data across your estate making compliance quick and effortless.

We handle the pain of testing and reporting. Housing authorities improve safety, streamline compliance, free up company resources, save money and reduce carbon emissions.

Think of Safecility as a dedicated compliance buddy locally managing your buildings so you don't have to.

## PREMIUM SPONSOR



**Simpson Associates**

The Data Analytics Company

### SIMPSON ASSOCIATES

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### At Simpson Associates, data is in our DNA.

As a data analytics consultancy, we have been working with housing associations to help them leverage their data and give them the ability to make fully informed decisions.

Some of the areas where we can help housing associations include:

- Simpson Associates' service charge simplifier – a customisable service charge solution for housing associations;
- Dashboarding and reporting;
- Data warehousing;
- Digital transformation;
- Planning, budgeting and forecasting.

Our data and performance management solutions have enabled us to help forward-thinking organisations understand and resolve some of the most complex and common challenges. In addition, we offer vast experience spanning a rich business pedigree, combined with an extensive partner network.

As a Microsoft Gold Partner, we hold four Gold Competencies in data and BI. We're also proud to be an IBM Gold partner, specialising in Cognos Analytics, Planning Analytics (TM1) and Information Governance, a Board MIT Premier Partner and an Information Builders Partner. This ecosystem of technology vendor relationships equips us with a deep expertise, enabling us to deliver the best solutions to meet your individual business needs.

Our sharp focus on the needs and values of our customers has allowed us to build long-term partnerships that challenge the status quo of traditional business relationships; to our customers, we are trusted advisors. We invest heavily in the training and development of a highly skilled and committed team who consistently strive for quality.



### SOCIAL TELECOMS

WEB  
socialtelecoms.org.uk

TWITTER  
socialtelecoms

**Social Telecoms is a leading provider of digital inclusion solutions within social housing communities and the provision of telecommunications and data services to the public sector. We have been ranked number one supplier to Procurement for Housing's members since 2013 and are proud to be exhibiting at the Housing Technology conference for the first time.**

Established in 2012 but with a senior management team having a sole focus on services to your sector since 2000, our successes have been underpinned by embracing new technologies as well as by positioning ourselves with the right partners. We provide very low-cost pricing models, with a clear focus on account management and customer service, and we are proud of the work we do within your sector.

### A one-stop shop for your public-sector telecoms and data.

Our comprehensive range of services include:

- Lines, channels and calls – from cost-effective, cloud-based PBX systems, SIP and unified communications solutions, to legacy services such as business phone lines.
- Broadband and data – from collaborating with Openreach to upgrade sites to FTTP and to fibre circuits at an ultra-low cost, we source the best connectivity to suit your needs.
- Mobiles – 20 years' experience of selling and supporting your airtime and hardware requirements means we offer great value public

sector voice and data mobile plans. We have the flexibility to offer solutions on EE, O2, Vodafone and even multinet.

### The digital inclusion specialists

Being geared to supporting your sector involves us operating as a Community Interest Company and Social Enterprise. This means we have the drive and zeal of a private sector supplier but, just like you, our surplus goes towards a social mission; in our case being able to lower the digital divide in social housing communities.

Our community wifi networks now cover over 500 community sites across the UK and have been shown to reduce the digital divide from under 2-in-10 over-55s being online to 100% having online access. These networks support over 30,000 social housing residents per month and continue to grow with more and more housing associations looking to use our services for their communities.

Our networks are safe, secure, fast and reliable and can be supplied to cover your communal lounges and areas, or more commonly, into your properties for private surfing, streaming and smart home technology. Providing communities with this connectivity also gives the more isolated tenants the ability to self-service their monthly rents and report any repairs or other issues online directly with their landlord.

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**IT is at the heart of every organisation – equally, our clients are at the heart of our business. This is why our goal is to align technology with our customers' strategies and objectives so IT best supports your needs.**

As technology continues to transform the way we work, we understand that organisations need their technology investment to be reliable, responsive and to improve outcomes. Delivering IT services to the sector for over 19 years, we implement and manage tailored solutions to address continuing organisational demands. Our complete services can be grouped into four key areas:

- Consultancy
- IT solutions
- Managed IT services
- Data centre

**Consultancy**

All of our consultants have worked in the housing sector, so our clients can work with people who have a deep and broad understanding of organisational processes and the challenges that are being faced. Our recent consultancy projects have included IT health checks, system reviews and option appraisals, business improvement and transformation programmes, requirements gathering and process re-engineering and procurement and implementation of software and systems for both RSLs and local authorities.

**IT solutions**

In addition to truly impartial consultancy advice, we also have teams of skilled engineers who implement IT solutions for our clients. We are the IT arm who can deliver support on a project basis or be the IT partner who is there to support the organisation on its complete IT journey, from infrastructure transition or relocation (physical to virtual, on premise to data centre) to cloud application deployment, software and system upgrade and integration and network optimisation.

We remain a trusted supplier of choice by keeping abreast of all sector developments, technological advances and, most importantly, by delivering quality on time and within budget.

**Managed IT services**

Should our clients look to outsource all or some aspects of their IT function then we can create tailored services that manage and support your IT functions, helping you reach your goals. We are happy to engage at any level you require; a

simple 24/7 support-and-fix service; the complete management of all functions; or the comprehensive alignment of IT to your business needs and objectives.

**Data centre**

Our Tier 3-aligned (N+1) outer London data centre ensures delivery of enterprise-class colocation solutions cost efficiently for our clients' mission-critical IT. Whether you need colocation, hosted or network services, our London data centre can provide a solution that meets your current requirements and future needs.



## PREMIUM SPONSOR



Totalmobile

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**Totalmobile is the market leader in field service and mobile workforce management technology, helping housing and property organisations to transform their ways of working and deliver more services of the highest quality at reduced cost.**

Our SaaS-based software transforms field service management by optimising and enabling front-line workforces.

Offering one complete, fully integrated housing repairs solution, we empower housing and property organisations to tackle the major challenges within housing repairs. This means staff can complete more jobs per day, service costs are reduced, compliance is assured and customer satisfaction is enhanced.

Providing an integrated solution that contains job management, mobile, scheduling, analytics and IoT capabilities, our solutions streamline key processes to deliver a step change in:

- **Field service performance** – increased capacity and productivity, reduced costs and higher service levels;
- **Mobile worker empowerment** – digital insights and tools, lower admin burden and improved job satisfaction;
- **Management control** – enhanced visibility, more flexibility, compliance assurance and accurate reporting.

We have a strong track record working with a diverse range of housing associations, local authorities and a variety of organisations in the property repairs and maintenance sectors.

Customers benefit from using our proven, scalable technology to:

- **Plan, service and deploy the workforce** – optimising the management and scheduling of people, work and resources;
- **Deliver services** – digitising, mobilising and automating key information and processes;
- **Predict and analyse performance** – harnessing IoT-connected sensors, AI and analytics.

This has resulted in our customers experiencing a range of transformational results, including:

- 25% increase in repairs and maintenance productivity;
- 35% more jobs being completed every day;
- 20% increase in revenues;
- 30% reduction in the cost of service delivery.

Field-based working is growing exponentially, driven by an increasingly 24/7 service-led society. This makes mobile workers an organisation's most important asset, responsible for delivering crucial services and acting as front-line ambassadors.

Delivering field services using a patchwork of non-specialist systems holds back these employees, harming productivity, service quality and job satisfaction. Instead, we provide fully integrated solutions that empower organisations to transform field service management and the delivery of service.

Established over 30 years ago, Totalmobile has a UK-wide office network and employs a 170-strong team with unparalleled experience and insight.

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**As the first UK partner to be awarded charter member status of Microsoft's SharePoint Business Applications Partner Program and with 10 Microsoft Gold competencies, TSG is the only Microsoft partner you need.**

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These accolades are a testament to our exemplary work in creating elegant solutions using SharePoint and its supporting business applications Power Automate, Flow, Forms and Power BI, many of which have been developed for the benefit of social housing providers.

As part of the SharePoint Business Applications Partner Program ethos, TSG is addressing the needs of housing associations for integrating modern technologies into their everyday business processes, as well as moving from legacy technologies and paper-based processes to Office 365.

Alongside our Microsoft accreditations, TSG holds a number of awards and accolades which mark us out as a leading UK managed IT services provider; we have a unique combination of skills across integrated business applications, data protection, connectivity, communications and infrastructure.

Our understanding of the challenges and opportunities faced within the social housing sector has been built on a strong partnership approach with organisations including Home Group, Vivid, Curo, Broadland Housing Group and GreenSquare Group.

Rob Fletcher, GreenSquare's group head of ICT, said, "We have been delighted with the results achieved by TSG. GreenSquare and TSG have worked very closely together and our partnership with TSG was central to our decision to adopt SharePoint Online as our enterprise document management and records management solution.

"The TSG team is always keen to show us the art of the possible with Office 365 – they are very enthusiastic! This has resulted in a large-scale rollout of Microsoft Teams to improve communication and collaboration and Power BI for business intelligence at GreenSquare."

Our relationships typically start with a high-level session delivered to key decision-makers, followed by 'discovery' workshops that focus

on identifying how specific challenges might be addressed by embracing the full suite of tools available within Office 365 – this includes Teams, Flow and PowerApps, along with integration into other systems where possible. It's an agile, flexible approach that allows housing providers to fully explore the potential benefits at the same time as defining a clear project scope. To date, the results have included solutions that support everything from tenant onboarding processes, expense claims management and audit implementations to fully integrated document management, a governance framework and a knowledge management system for customer service teams.

Our expertise goes beyond Office 365 and SharePoint, with our project portfolio in the social housing sector also including solutions delivered with Dynamics 365, Nintex and LiveTiles.

Steven Osprey, TSG's director of Microsoft solutions, said, "We can help customers achieve almost anything with this rich suite of products, from mobile worker solutions to core business applications such as expense management and compliance solutions.

"Microsoft is bringing its intelligent Office 365-based applications to the forefront. SharePoint is now the hub for business transformation with its supporting applications PowerApps, Flow, Forms and Power BI. We're one of the most comprehensive Microsoft business partners not only in the UK but in the world, with the ability to manage a customer's entire IT estate using Microsoft solutions."



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Unit4 and Integra Associates create and deliver solutions and support that change how people in the housing sector work every day. Powered by Unit4's highly versatile ERP software and Integra Associates' team of software experts, we help you and your team achieve more every day.

Together, we take the time to understand how your organisation works and help you focus on and complete the work that matters as efficiently as possible. As partners, we have extensive experience of working within the social housing sector, helping housing associations achieve key business benefits through digitisation. Together we give social housing associations the technology to succeed, using Unit4's complete suite of business management software and Integra's industry-specific expertise and knowledge.

At every stage of your digitisation project, we help ensure you have a full understanding of how best to use all the technology at your disposal to meet your requirements and processes. The comprehensive ERP solutions we provide set your people free to focus on attracting, supporting and retaining clients while automating everything else.

# HOUSING TECHNOLOGY™

## 2020 | CONFERENCE AND EXECUTIVE FORUM



### ABOUT HOUSING TECHNOLOGY

Housing Technology is the no.1 provider of IT, technology and telecoms news, comment, information and research specifically for the UK social housing sector.



### IT STRATEGY

Established in 2006, the bi-monthly Housing Technology magazine and the annual market intelligence report are required reading for anyone responsible for IT strategy and delivery within UK housing associations. Subscriptions to Housing Technology are free and available online from [www.housing-technology.com](http://www.housing-technology.com).



### MARKET INTELLIGENCE

Housing Technology publishes a series of annual market intelligence reports, white papers and bespoke research on behalf of housing associations and IT suppliers.



### COMMUNITY NETWORKING

The annual Housing Technology conference and executive forum is now well-established as the leading technology event in the social housing sector. Housing Technology also runs a number of other smaller, topic-specific seminars and events throughout the year.



### RECRUITMENT

Housing Technology's recruitment service is the only dedicated job board for technologists in our sector. Organisations can benefit from free job postings and promotion to our large network. If you're looking to fill a vacancy or find a new career opportunity in our sector, we can support you.

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The Housing Technology Conference 2020 is owned and organised by The Intelligent Business Company.

Registered company no. 4958057 | VAT no. 833006955



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