

Driving a digital by choice, customer centric strategy – by integrating your solutions



Richard Baggott, Customer Experience Manager



@connect_richard

Who we are...



c.3500 Properties



180 Staff



Offices in Leeds and Dewsbury



In House Repairs and Maintenance



More than Housing...

Where we were...



OLD PROCESSES



TIRED SYSTEMS



DATED WORKING
ENVIRONMENTS



FOLKLORE
TRAINING



ANALOGUE NOT
DIGITAL

Where we
are going...
**Project
Vault**



Business Transformation
Strategy

People Strategy
Customer Care Strategy
Management Information Strategy



Creating great work spaces



Customer centric



Digital by choice



Mobile working and paperless processes



Bold new Brand

Our systems need to underpin our ambitions...



Disparate
System



End of
life/support



Integration



Data Integrity



Mobile
Working



Digitally
Enabled

What we wanted
from a
technology
partner...

- Fully Integrated System
- Single version of the truth
- Mobile Working
- World Class CRM
- Channel Shift
- Advanced Reporting

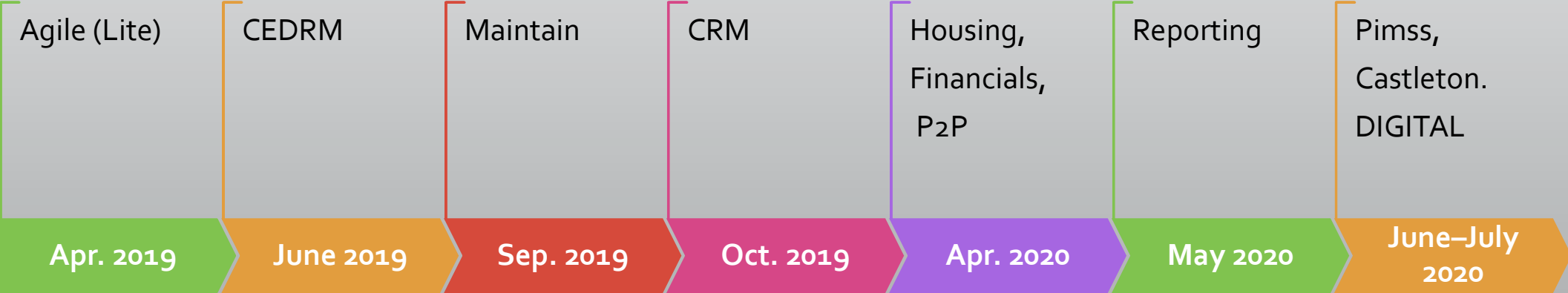
- Fully Integrated Platform
- Specialist Software - working together
- Best in class CRM including Campaign Management
- Fully Mobile solution inc. offline capabilities
- Digital focus with innovation
- Integrity and honest with bid

Working together:

- 'Lite' software versions
- Replanned Deployment Schedule
- Joint issue resolution

Partnership
with
CASTLETON

Our journey with Castleton



Our end goal vision

Project Vault will enable us to meet and exceed stakeholder expectations in terms of service, offer and experience.

Our customers will benefit from a feature-rich offer. They will be kept fully informed throughout every transaction and will easily be able to engage with us and update us where necessary in a way that is quick, easy and convenient.

We will keep our promises and be able to track any enquiry to understand where it is in the process.

We will be able to better engage our customers, developing their understanding of the whole Connect offer and reaching out further into their lives to offer more support, beyond housing.

Our staff will feel fully supported, whether in the office or in the field. They will have the tools, the knowledge and the authority to do their jobs. Work will move seamlessly across departments and colleagues will be able to collaborate to ensure we achieve as a team, not as individuals.

Technology will be seen as a positive reason to work for Connect.

Connect will be better informed. Accurate data and more data will enable improved reporting and knowledge about business performance, leading to more informed decisions and improved business performance.

Value destroyers will be identified and rectified with a flexible solution that can evolve as Connect does. We will be able to grow to meet our objectives, whilst controlling costs at current levels.

Project Vault will put us at the front of the digital revolution.

We will drive down cost, drive up performance and be an inspirational place to work, allowing us to thrive despite the ongoing challenges within the sector and do more of what we are here to achieve.

Thank you

Richard Baggott, Customer Experience Manager



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