

Customer Success Stories



Helping social landlords deliver excellent solutions



DtL Creative and Teign Housing have successfully worked together in partnership to ensure the successful rollout of the Civica Cx system. The system went live in February 2019.

Due to our experience in not only delivering major system implementations, but also with our specialist knowledge of the Cx system, DtL Creative were asked to assist in a number of areas.

We provided the following services:

- Early advice on project governance and engagement.
- Critical Friend and Quality Assurance
- Testing Management
- Training
- Specialist Product Consultancy
- Commissioning consultancy.

Overall objectives are:

- Facilitate some of the initial project planning sessions and assist in the production of project control documentation and advice on project strategy.
- Deliver system build and design advice, ensuring Teign got the most out of the system as they progressed to a live system.
- Interface design and especially financial integration were key areas DtL were engaged to deliver.

- Oversee the user acceptance test plan
- Ensure that the end user teams are properly trained so that they can determine the various module set-ups, configurations, process maps and workflow.
- Impart the necessary skills and knowledge that will benefit the team/s and association as a whole.

The success measures were:

- The successful design and build of the system.
- Ensure user acceptance testing was managed and delivered to a high level of quality.
- Successful training of all users.
- A comprehensive range of reports produced by the new solution.
- The completed and successful roll-out of the new solution to all areas of housing.

The results:

Teign and DtL Creative, working closely with the project team at Civica delivered a Cx system that ensures Teign are placed to deliver the best possible customer service for years to come.

Teign are now able to greatly reduce and move away from time consuming manual processes and more effective use of staff time. The need for spreadsheets has been reduced by building processes into Cx. Teign will continually review the use of spreadsheets across the organisation, building them into Cx where possible.

Teign Housing said, "We worked very closely with DtL Creative in a number of areas and with a number of their consultants."

'[Dave Loudon](#) helped us to kick off the project and set up some key project governance rules and set out the tone of the project going forward'

'[Jim Walker's](#) experience was central to the overall success of the project helping us meet our objectives as a business. He approached the project with absolute detail and enthusiasm and was always available to answer the most difficult of questions.

'[Liz Whitfield](#) was a delight to work with and her ability to ensure we went live with the requisite skills and knowledge to use the system was crucial to the successful go-live. Liz's knowledge of Cx was a driving force in helping us deliver Cx to the business.

Contact:

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Similar projects:

Managing and technically supporting the Cx implementation for Nuneaton and Bedworth Borough Council.

Managing the overall Civica Cx implementation with Alliance Homes.

Managing the Haig Housing Cx implementation.

Cx improvement project with Hundred Houses society.

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See more:

www.dtl-creative.co.uk

