

Customer success stories

Helping social landlords deliver excellent solutions



DtL Creative were approached by Shepherds Bush Housing Group, an award winning West London housing group to provide a pre-housing management system implementation review.

The review was aimed at helping Shepherds Bush hit a state of readiness prior to starting their project with Civica and the implementation of Cx.

Our goals were:

- To provide some clarity on the future goals and design of the systems and document these.
- Ensure that the wider business is involved and that clear objectives from the different departments and management team are aligned to the systems project.
- To realise possible business process improvements and document.
- Improvements in user satisfaction in that there will be the right tools that will make their jobs easier, faster, and have a measurable impact on the customer.

The scope looked at a wide range of areas across the business and involved a great deal of staff. We looked at the following in some detail:

- Staff and operational requirements.
- The significance of 'other' projects planned and their impact on the systems project.
- Interfaces and reducing the complexity of the overall amount of systems in play.
- Housing, Repairs and Asset requirements
- Customer services, CRM and communications
- Mobile solutions
- Web portals

The results:

Shepherds Bush Housing Group could present to their management team a set of straight forward 'must do's' and a clear direction on how to manage these moving forward.

It also helped them in the project kick-off having a clearer method statement for Civica on designing their solution.

Shepherds Bush Housing Group said:

"DtL Creative have extensive knowledge and experience of the CX housing system. They worked very closely with all levels of staff from within Shepherds Bush Housing Group to identify areas of development and focus. This has enabled us as an organisation to realise the full potential of CX and deliver a successful project launch.

"DtL Creative prepared an in-depth report and recommendations. These results have assisted us in creating a realistic road map to achieve our customer journey with Cx"

'DtL Creative insight into CX and ability to engaged our staff has been outstanding.'

Similar projects:

Civica Cx and Keystone implementation with Barrow Borough Council.

Civica Cx and Keystone implementation with South Lakes Housing

Assisting Haig Housing on Cx implementation.

Assisting Teign Housing with Cx implementation.

Further information:

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