

Customer Success Stories

Helping social landlords deliver excellent solutions



DtL Creative have a long-standing relationship with Barrow Borough Council as their preferred implementation partner providing Project Management and Consultancy services to the organisation.

After Barrow Borough Council went through a procurement exercise for new housing systems they chose Civica's Cx and Keystone products.

Due to our experience in managing and delivering major system implementations, coupled with our specialist knowledge of these products, DtL Creative were asked to project manage the implementation - to ensure the best possible outcome for the Council.

We provided the following services:

- Project Management
- Critical Friend and Quality Assurance
- Business Process Review
- Testing Management
- Data Migration Management
- Interface Design and Specification
- Specialist Product Consultancy

Overall objectives are:

- Facilitate the initial project planning session and assist in the production of a baseline project plan which outlines responsibilities, resource requirements, key milestones, dependencies and deliverables.

- Manage the software installation securing assistance from the councils IT resource and the suppliers project manager
- Ensure that the end user teams are properly trained so that they can determine the various module set-ups, configurations, process maps and workflow.
- Ensure that the remaining ancillary systems and interfaces are integrated
- Oversee data migration from the legacy system/s
- Ensure that all users are trained and fully competent
- Ensure that change controls are in place
- Oversee the user acceptance test plan
- Impart the necessary skills and knowledge that will benefit the team/s and council as a whole.

The success measures were:

- Effective and efficient and labour saving processes and workflows enabled by CX
- The successful data transfer of existing data and data from third party applications and data sources
- The completed, successful roll-out of the new solution to all areas of housing
- A comprehensive range of reports produced by the new solution.

Barrow Borough Council have this to say:

'DtL Creative were a pleasure to work with – Jim Walker approached all aspects of the project with a keenness to detail and enthusiasm. His knowledge of the product was central to the overall success of the project and its objectives.

Contact:

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Similar projects:

Civica Cx and Keystone implementation with South Lakes Housing

Advice on Cx implementation with Shepherds Bush Housing Group.

Assisting Haig Housing on Cx implementation.

Assisting Teign Housing with Cx implementation.

Further information:

Web: www.dtl-creative.co.uk

Visit and join our very popular LinkedIn group:

[Housing Management Systems – Best Practice.](#)



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