civica

Cx creates a single view of tenant and property information for Clanmil Housing

CLANMIL
HOUSING GROUP

Without the right technology, Clanmil struggled to have a holistic view of their tenant and property information.

Using multiple data sources across teams hindered front-line staff in delivering responsive tenant services.

Clanmil Housing manages over 5,000 social homes and provides housing services to 10,000 people across Northern Ireland. Without a customer relationship management (CRM) solution, and with multiple data sources being used across the organisation, they struggled to keep on top of their business-critical data. This impacted the multi-disciplinary teams as they could not access or view accurate information about the tenant or property; hampering the delivery of responsive services.

Clanmil, like many organisations struggled to collate data from a range of sources. A lack of up-to-date data often frustrated customers and staff. After listening to customers, staff and stakeholders, Clanmil made the bold move to invest in Cx to ensure they have the information they need to be responsive and to focus services where they are needed. Their investment in Cx as an early adopter was recognition of an ambition to be simpler to work with, as a customer, a member of staff or a contractor who is exploiting the APIs to work with Clanmil more seamlessly.

Outcomes

▶ **A successful go-live with Cx housing**

▶ **Real-time access to accurate tenant and property information**

▶ **Tenant enquiries can be dealt with more efficiently**

▶ **Integrating Keystone and Cx significantly improves access and visibility of upcoming planned maintenance**

▶ **A communication engine allowing Clanmil to communicate with its customers in their preferred way**

▶ **Great teamwork between Clanmil and Civica. Instrumental to this, was the creation of a go-live plan/checklist to ensure the project stayed on track.**

A single view of business-critical data

Successful implementation by joint working

Modern technology to support future ambitions

"We chose Civica's Cx Housing software as it provided the platform we needed to create a single view of our tenants and their homes. It will also help us to develop more customer-centric processes. More interestingly, the benefit of Cx providing open APIs allows us to integrate new and emerging technologies in the future.

Our go-live of Cx was a relatively smooth experience. As with any major software implementation we anticipated problems but with lots of planning, and hard work from both teams, it was fairly straight forward. It's early days and we're still working with Civica and our users to fine-tune the system and to plan our next upgrade. Many of our future objectives involve Cx and we're really excited to continue to work with Civica to deliver these"

Tom Potter, Digital Business Transformation Manager