



IDS goes live with Cx Housing in just nine months!

Accelerating IT to drive business transformation

The Industrial Dwellings Society (IDS) manages 1,400 homes across London. They've been building homes to help to ease London's housing problems long before municipal programmes began and have changed their working practices and systems incrementally over the past 130 years. Despite this, the IT systems were outdated and attempts to enhance functionality proved both problematic and expensive. Their corporate strategic plan committed IDS to invest in new systems that would enable the team to be more effective. The subsequent reduction in management costs would allow resources to be redirected towards those tenants needing most support.

Plan holistically

This marked the starting point of a two-year journey which would ultimately see every aspect of the operations remodelled to become fit for the future. From the outset it was clear that the IT implementations were a subset within the corporate transformation. It was important for IDS to be clear on the design principles of the new service model and then co-design the best fulfilment of those principles with suppliers. IDS deliberately took this route to break the typical cycle of a highly detailed specification, followed by four years of increasing dissatisfaction with a new IT system that 'doesn't do what we specified we wanted', followed by re-procurement.

Suzanne Wolfe, CEO, "Nobody said it would be easy, but by tackling the project holistically, planning in parallel both system and team structural changes, we have been able to use systems change as a key tool in the delivery of our corporate transformation."

Our plan

First, IDS procured Civica's cloud-enabled software, Cx Housing with end users heavily involved in the process. In collaboration with Campbell Tickell, a fast track implementation enabled IDS to go live with Cx in just nine months. Early on, a decision was made to adapt existing business processes to align with the best practice workflows already embedded within Cx - avoiding expensive bespoke amendments in the future. Cx is enabling IDS to deliver an end-to-end digital solution, including customer and contractor portals, which will eliminate a host of spreadsheets and manual transcriptions. The decision to co-create with Civica to get the best out of Cx in pursuit of IDS' objectives, was the key factor.

Transformation that underpins our corporate strategy has already achieved circa 25% savings on our service delivery costs.

Compliance

IDS reviewed its organisational design and developed a more open and flexible structure with broader customer facing role profiles and in doing so, created an integrated housing and asset management model. This will be the next phase for IDS, the roll-out of Civica's integrated Cx and Keystone cloud-enabled software.

INDUSTRIAL DWELLINGS SOCIETY EST 1885

Suzanne feels that the approach taken has been pivotal in delivering key business outcomes:

"Working in partnership with Civica and Campbell Tickell has delivered a multi-stream transformation that underpins our corporate strategy and has already achieved circa 25% savings on our service delivery costs; enabling reinvestment in critical areas such as, fire safety improvements. However, this is just the start of our journey, as we look to support further self-service and process automation, meaning further resources can be redirected to meet our corporate objectives."

Suzanne Wolfe, CEO

