



 **SOVEREIGN**
BUSINESS INTEGRATION

Getting the Most Out of Your IT

Jacqui Stoggall
Head of Housing & Public Sector Consultancy

Building the Bridge between Technology & Business Success

What we're covering today

- About me & Sovereign
- Current trends & themes
- Getting more out of IT
- Top Tips
- Questions

Building the Bridge between Technology & Business Success

About me

Jacqui Stoggall

- Head of Housing & Public Sector Consultancy
- Principal Consultant

Career history

- 20 years + working within the social housing sector
 - ✓ Nottingham City Council
 - ✓ Peabody Trust
 - ✓ Warden Housing
 - ✓ Home Group
 - ✓ Sovereign Business Integration plc

About Sovereign

- Established 1994
- 70 staff
- North London HQ & UK client sites
- Dedicated team of housing consultants who understand the sector's needs
- Comprehensive range of services – management consultancy technical, project management, outsourcing services -- all with complete aftercare
- Help clients effectively support their business
- Understand the sector, key processes and ways of working to ensure that IT truly supports and benefits a business
- Above all we recognise that it's the business that should drive IT and not IT that drives the business

Some of our clients



























Building the Bridge between Technology & Business Success



The whiteboard contains a dense network of handwritten notes and diagrams. Key elements include:

- Financial Data:** A list of values: A. 525,000, B. 670,000, C. 452,000, D. 570,000, E. 700,000, F. 1,250,000.
- Flow Diagrams:** Arrows and boxes showing the flow of money and resources between departments like Finance, Marketing, and Operations.
- Charts:** Several bar and line graphs illustrating trends and performance metrics.
- Textual Notes:** Phrases like "MARKETING: INVEST IN", "SUCCESS", "ENTRANCE CHAN", and "ADMINISTRATIVE COSTS".
- Calculations:** Various mathematical expressions such as $500,000 + 600 + 700 + 400$ and $72,000 + 75,000 + 57,000$.

Current Trends and Themes

Current pressures and trends

- Constant change
- Financial cuts
- Regulatory framework
- Delivering more for less
- Increased efficiency
- Continuous improvement
- Tenant empowerment and involvement
- Greater reliance on IT



Housing IT sector trends

- Consolidation of suppliers/systems
- Less system replacements
- Specialist applications
- Systems integration
- Mobile working
- Cloud computing
- SAAS
- Virtualisation
- Green IT



IT & Maintenance

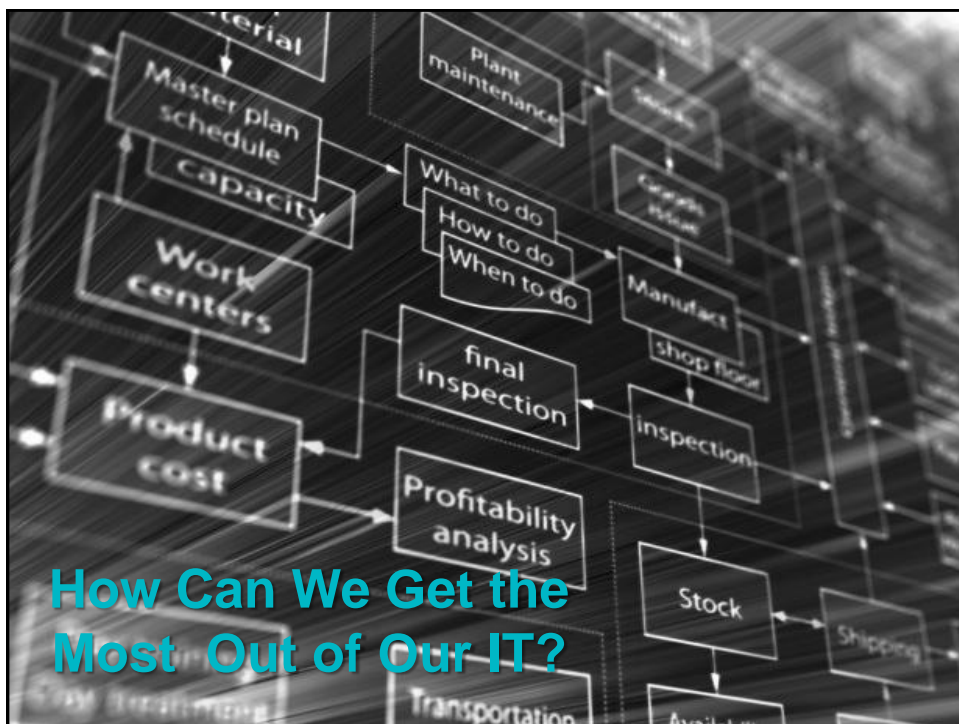
- Greater reliance on IT
- Specialist systems
- Improvements in data transfer
- Improvements in systems integration
- Efficiency improvements
- Increased communication
- 'Right First Time' & 'Just in Time'
- Service improvements/feedback – what's it like to be a customer?



IT & Maintenance

- SMS & email communication
- Mobile working
- GPS/Google Earth/GIS
- Asset management systems
- Appointments
- Work scheduling/dynamic working
- Business intelligence
- Real-Time 360 degree view





‘Above the line vs Below the line’

- Need robust IT infrastructure/systems – must be fit for purpose
- Trend towards increasing IT budgets
- Focus on getting the most out of current systems
- New systems must have proven ‘Return On Investment’!

Strategy & planning

- IT should be driven by the business
- Business plan and operational plan should identify IT requirements
- IT strategy based around business requirements
- Governance arrangements
- Robust Programme and project management
- Methodology/approach which works for you
- Business sponsorship and full involvement
- Most IT projects are actually business projects



Selecting new systems

- Avoid 'Designer IT'
- Focus on the business requirement – what do you really need?
- Market research
- Identify functional requirements
- How much will it cost?
- ROI
- Business case
- Business ownership and sponsorship



Don't forget.....

- Business process review
- Realistic business resources
- Realistic timescales – challenging but achievable
- Understand the capability of your 'off the shelf' system
- Avoid bespoke development
- Practical & pragmatic decision making
- Data quality
- Data flow – understand 'master & slave' systems



Don't forget.....

- Integration – avoid duplication
- Training
- Manage the change process
- Manage expectations
- Communication, communication, communication!
- Continually review your business case
- Don't lose momentum – plan out all phases
- Review the outcomes – does it do what we want?





My top tips...

- Get involved – be challenging
- Focus on real business requirements
- Don't be 'sucked-in' by 'designer IT'
- Realistic planning
- Effective governance
- Change management
- Communication
- Constant review

Thank You

- Any questions.....

