



**POWER
OBJECTS**

An HCL Technologies Company

Microsoft Dynamics 365 for Housing with PowerProperty

 **POWERProperty**

Agenda Option One

- Introductions
- Trends and Challenges in Housing Associations
- Overview of D365 and PowerProperty
- Our Implementation Approach
- Next Steps and Catalyst



HCL PowerObjects Company Overview

PowerObjects is 100% focused on Microsoft Business Applications. Driving success for your end-to-end journey with our four pillars of project services, support, education and add-ons.



SERVICE



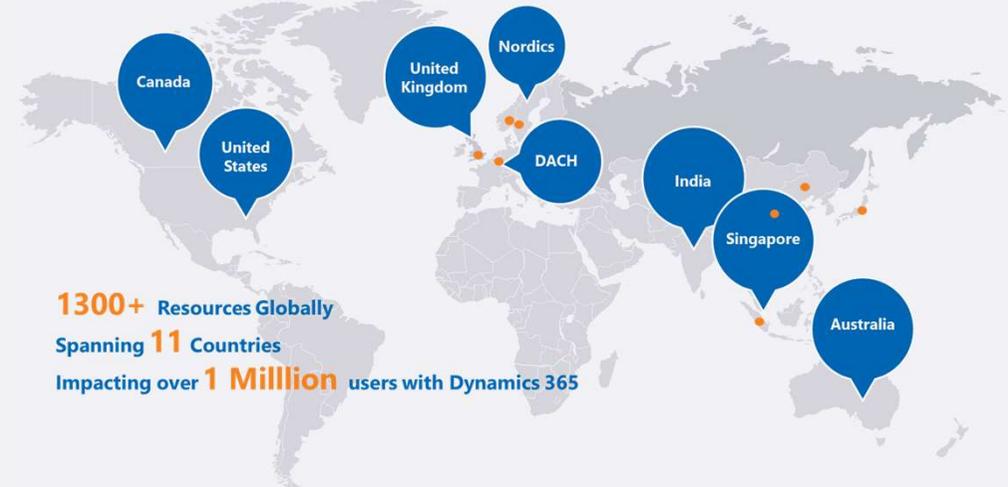
SUPPORT



EDUCATION



ADD-ONS



Multi-award winner – 2020 Customer Service
& Financial Services Partner of the Year

Housing Association Challenges...

Too many...

Office locations



Suppliers



Unique IT applications



Too much...

Wasted office space
only 50% desk occupancy



Asset Management
360% info, end to end management



3:1
Focus on back-office: support vs
customer facing staff



Housing Association Challenges...

Some drivers for change...



Current Systems are traditional in design, inflexible, and cannot be changed easily and cost-effectively to support the business



High TCO - Cost associated with multiple, bespoke legacy systems does not reflect value



No single source of data with inadequate analytics and reporting - not user-friendly or used for decision-making

Many have a vision and desired outcome that includes...



Focus on customer –
a customer focused, service-oriented experience



Digital and mobile –
support mobile workforce, increased productivity & ease of reporting



Exploit technology –
digital and automation - to shift channel and transactions to self service



Dynamics 365 and PowerProperty

Property Management

Business Process Automation:

- Front, Middle & Back-Office functions
- Connected Field Service & Enterprise Asset Management

Omni-Channel:

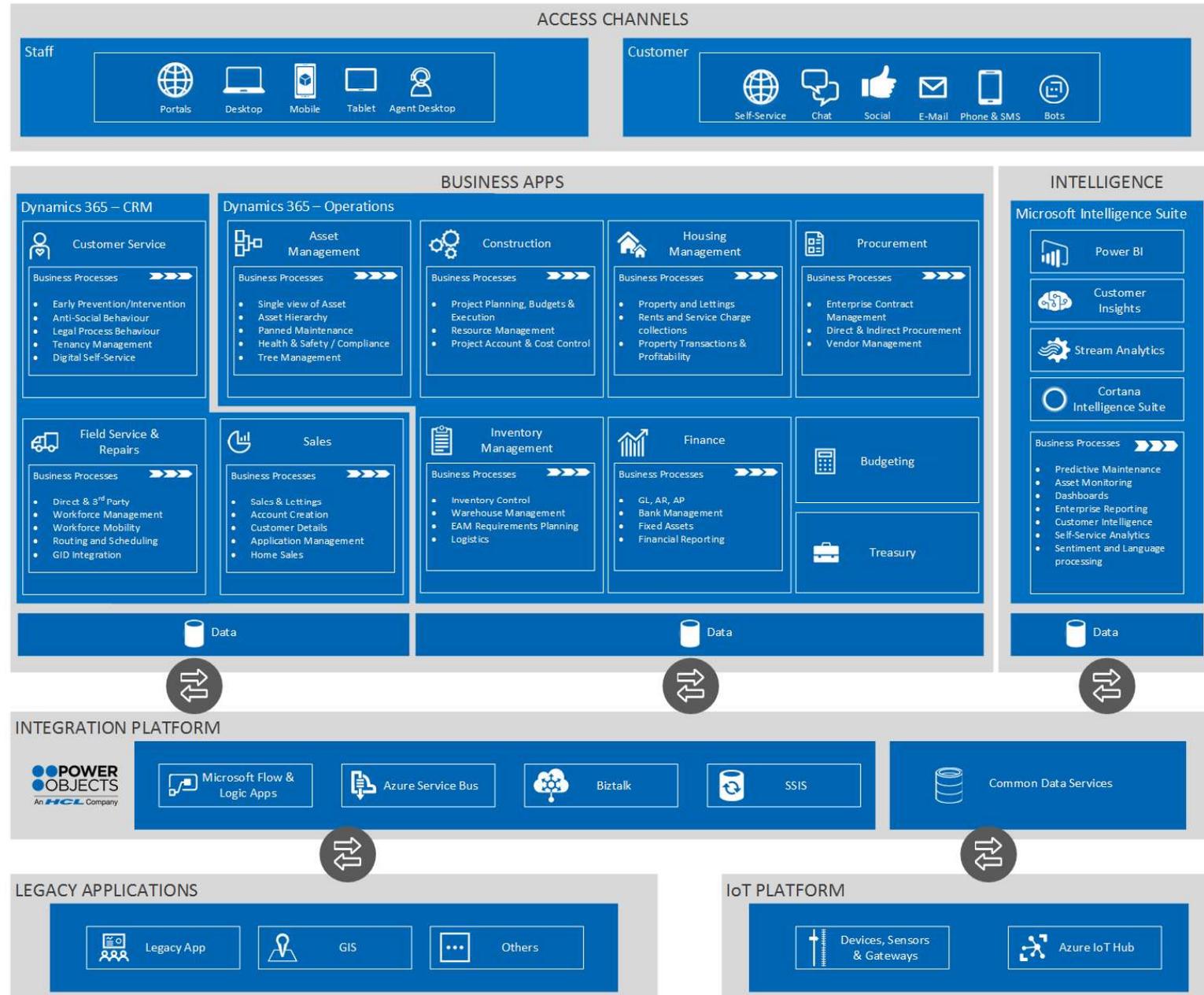
- Dynamics Portals (Self-Service)
- Telephony
- Chat Bots/Live Chat
- WhatsApp/Facebook
- Surveys

Intelligence Suite:

- PowerBI
- Relationship & Customer Insights
- Cognitive Services
- Azure Machine Learning

Further Microsoft Integration:

- SharePoint/OneDrive
- PowerApps e.g. Mobile Consumer App



D365 Cloud Infrastructure

Reducing Costs and Ensuring Compliance

Microsoft managed continuous updates

Full adaptability with 1000+ developer extension points

Low/No code experience for adaptability

Dynamics 365



Leading to

Supports continuous updates: you will always be on the latest release.
No more expensive upgrades!

Fully Managed Cloud Infrastructure – reduced capex costs through removal of hardware investment and support staff costs

High Availability and Disaster Recovery – financially backed 99.9% uptime

Compliance Manager – real time risk assessment of your position against data protection regulations

Reduced implementation costs for no-code personalization and customizations

Data Security embedded using Security Development Lifecycle methodology

Microsoft Dynamics Layer Customer Services

Agent Desktop

Preconfigured Agent Scripting. Identify and validate incoming callers. Telephony and Payment Integration. Contextual Knowledge Base. Display customer records from line of business applications



Chat Bots

Power Virtual Agent allows you to automate repetitive tasks before agent contact. Link to contextual knowledge base or pass to operator. Low or no code solution.



Omni-Channel

Deliver consistent experience across all channels including chat, voice, Facebook, WhatsApp, video, SMS, email, Customer Surveys.



Integrated Portal

D365 Portals fully integrated with D365 applications. Enable Sale, Letting, Tenancy Management, Payments, ASB, Domestic Abuse processes. Integrate Chat Bots, Live Chat and Direct Debit Payments

Organisations deploying D365 for Customer Services experienced benefits of **\$13.9 million** over three years versus costs of **\$3.9 million**, adding up to a net present value (NPV) of nearly **\$10 million** and an ROI of **259%**.

With better tools and a single interface, staff become **5% to 15%** more efficient which is worth **\$5.8 million** to an organization over three years.

Agents experience less frustration and are more engaged when armed with the right tools. Longer tenure is worth nearly **\$5.6 million**.

Automation, interface and customer resources across Dynamics 365, legacy and third-party apps reduce onboarding and training costs. Savings of nearly **\$275,000**.

70% reduction in call, chat and/or email inquiries for organizations implementing chatbots, while also increasing CSAT

* Forrester D355 Customer Service Total Economic Impact Study

PowerProperty

End to End Integrated Housing Processes

Finding a Home

- Property Sales
- Property Lettings
- Sales and Letting Portal Integration

Customer Relationship

- Estate Maintenance
- Tenancy Charges and Breaches
- Customer Visits
- Viewing and Signing Up
- End of Tenancy
- Payment Relationship

Customer Transactions and Customer Service

- Manage Enquiry
- Manage Home
- Manage Appointments
- Manage Payments
- Manage Outbounds Comms – Service Failure/Notifications

Additional Customer Support

- Referral Processes
- Anti Social Behaviour
- Community Safety including Domestic Violence
- Taking Legal Action

Marketing and Comms

- Marketing, Brand and Stakeholder Management
- Customer and Colleague Communications



Microsoft Dynamics Connected Field Service

Work Order Management

Automate the creation of Work Orders from Tenant Cases based on issue type and Assets. Associate tasks and duration to each work order. Monitor and optimise engineer workload against KPIs



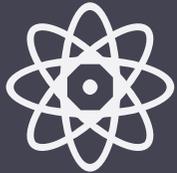
Mobilisation

Online/offline mobile app with automatic software & capability updates. GPS to schedule work to the closest available field technician, calculating arrival times and geofencing. Access Asset and Customer documents.



Scheduling

Schedule an engineer based on their location, skill-set and availability using fully automated Resource Scheduling Optimisation or manually direct from the agent's desktop.



Remote Assist

Reduce the cost of asset repairs by removing the need to have multiple engineers at a property by using a mobile app to share real time video with the Asset maintenance expert who may in another location.

15% Reduce mileage through route optimization

8%-20% Cut in third-party maintenance costs

20% less back-office (dispatcher and support)

5% Increase technician service calls per month

Up to **300%** Enhance proactive fault finding

Over **50%** improvement in first time Fix Rate

Microsoft Dynamics Intelligence and Analytics

Machine Learning

Detect and prioritize tenants at risk of falling into arrears allowing you to make better use of its resources and be less vulnerable to persistent revenue loss



Customer Service Insights

Out-of-the-box insights allowing you to measure performance over time across all customer services channels identifying areas for improvements.



PowerBI

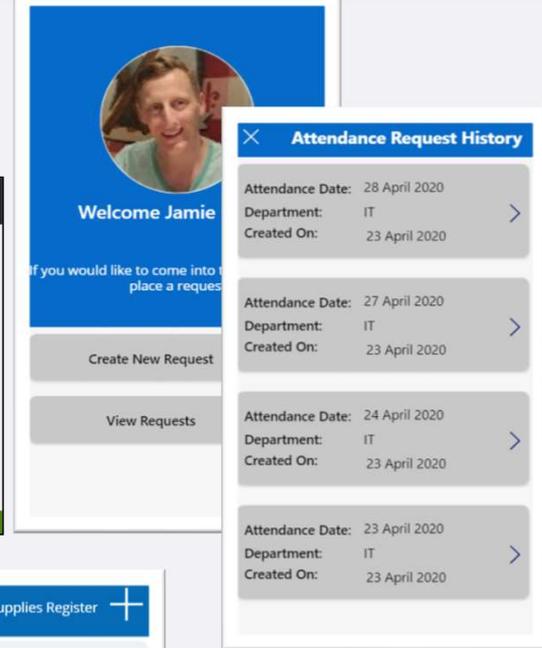
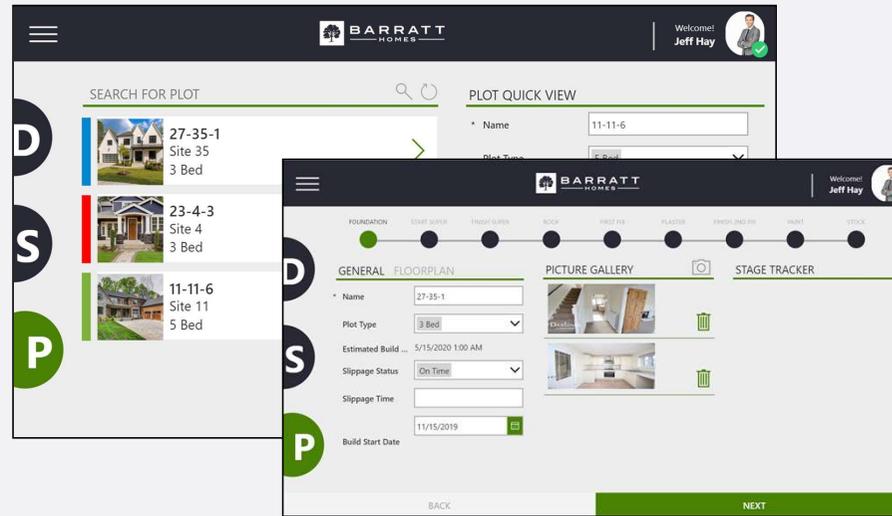
Integrate data from multiple data sources to produce ad hoc and regular reports such as NROSH SDR, performance against Depreciation Needs Index.



Sentiment Analysis

Automate the analysis of Tenants voice, email, sms and chat interactions to identify anomalies and alert staff to preventative actions.

Power Apps



Build standalone web and mobile apps to support unique business processes e.g. ASB, Domestic Abuse, Neighbourhood Coaches



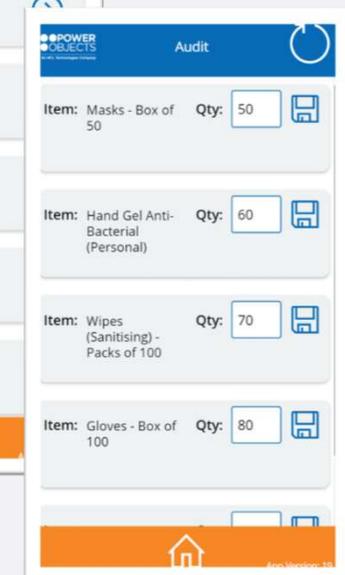
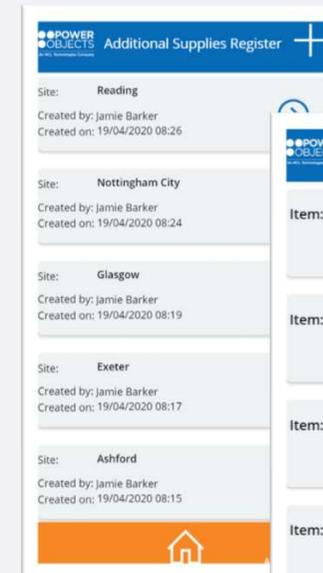
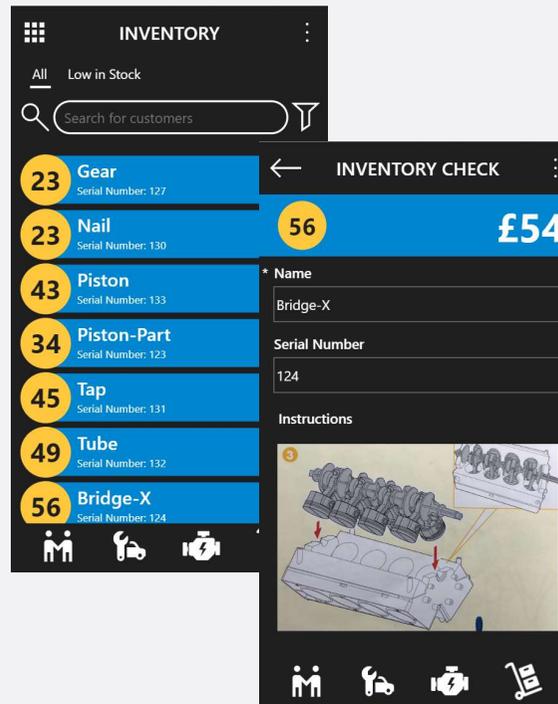
Connect to disparate data with 275+ pre-built connectors and custom connectors.



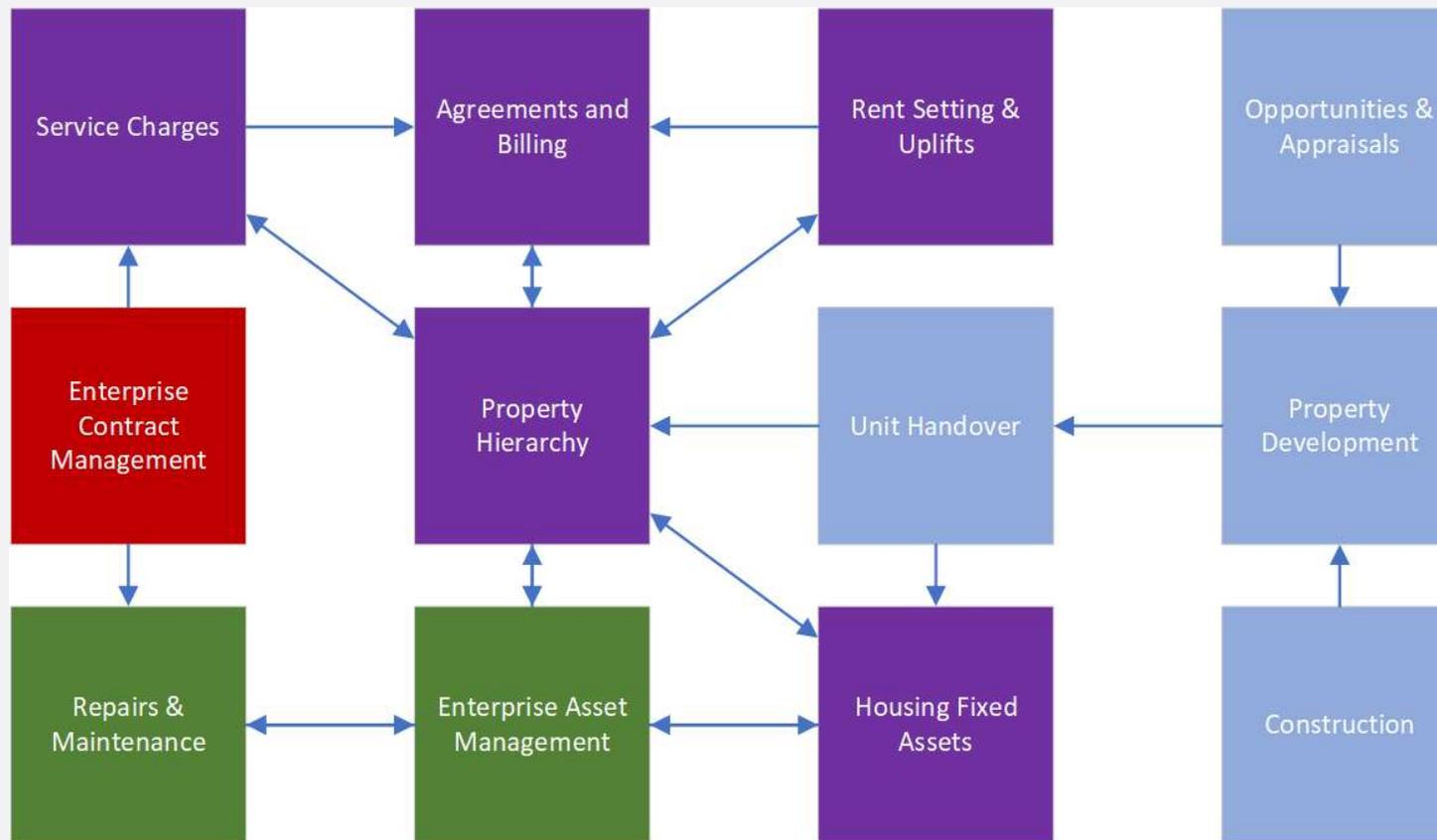
Add AI and intelligence with ease through built-in cognitive services. e.g. automatically recognise parts and reorder



Provide IT guardrails with enterprise-grade governance and security controls.



PowerProperty Back Office Processes



Housing Management Properties

Configurable Property Hierarchy

Fully customizable hierarchy designed to suit operational and regulatory management & reporting

Unit-Level Financials

Full apportionment of all costs to enable production of unit-level I&E accounts, Budgets and forecasts.

Property Tenure Reporting

Automation of statutory financial reporting, including housing specific notes to the accounts.

Shared Ownership

Automated functionality for accounting for 1st tranche sale & staircasing

Components & Grants

Automatic configurable componentization of housing fixed assets. Grant accounting, amortization & RCGF functionality.

Title Management

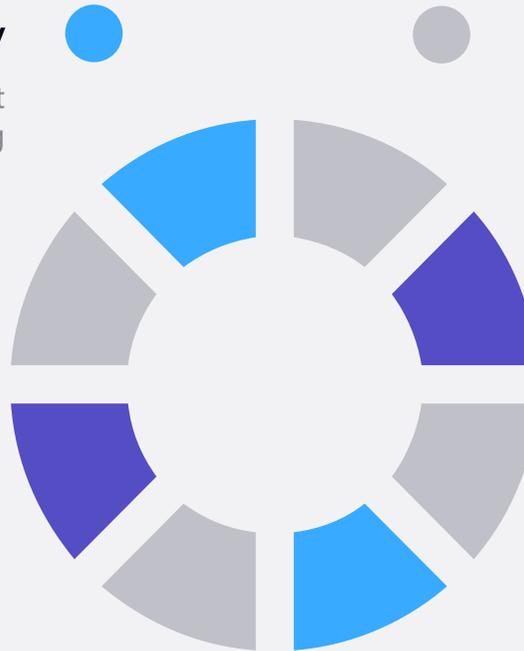
Legal titles, ownership, leases granted and extensions

Debt securitisation

Charges against units and titles to support borrowing, valuations

Third Party Management

Management agreements, service charge budgets



Housing Management

Rents and Service Charges

Rent setting

Rental valuations, automatic calculation of rents, automatic capping where applicable (formula rent / LHA)

Rent reviews

Automatic rent uplift and service charge inheritance based on predefined rules

Direct debit updates

Automatically propose new direct debit values following rent review

Third party integrations

Integrations with third party payment providers and local authorities

Service charge estimates

Creation of service charge estimates, automatically pulling through appropriate services and values

Cost apportionments

Automatic apportionment of costs according to defined rules

SC reconciliation

Calculation of surplus or deficit, automatic invoicing or carrying forwards where appropriate

Letter generation

Configurable letter templates for generating rent review, ground rent notice and service charge letters via CE



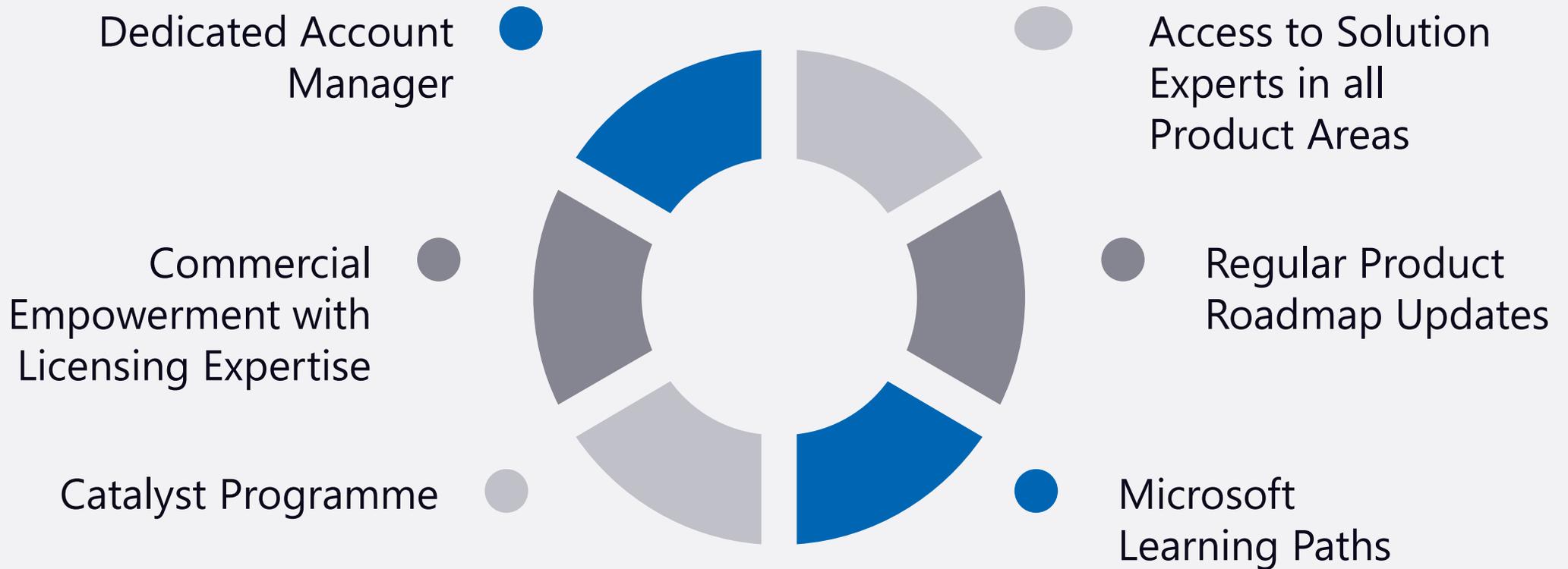
D365 and PowerProperty Asset Management



Enable a single integrated view of the asset, its and the services we provide relating to the asset. – **Bromford Vision**

A comprehensive understanding of the value and performance of our assets which enables us to make good long-term decisions about our property from both a customer and value-creation perspective – **A2Domion Vision**

Microsoft Supporting the Implementation





Implementation Approach

PowerObjects

Project Principles



Product first

Focus on standard product delivery to reduce risk and complexity



Standardised governance models

Consistent ways of working; activities are planned and measurable



End-to-end perspective

Improved quality and acceptance of a complete solution



Empower our clients

Take ownership of solution early with our backing



Multi-platform

Consistent delivery approach across all D365 solutions



Continuous improvement

Continually review and improve both party's ways of working

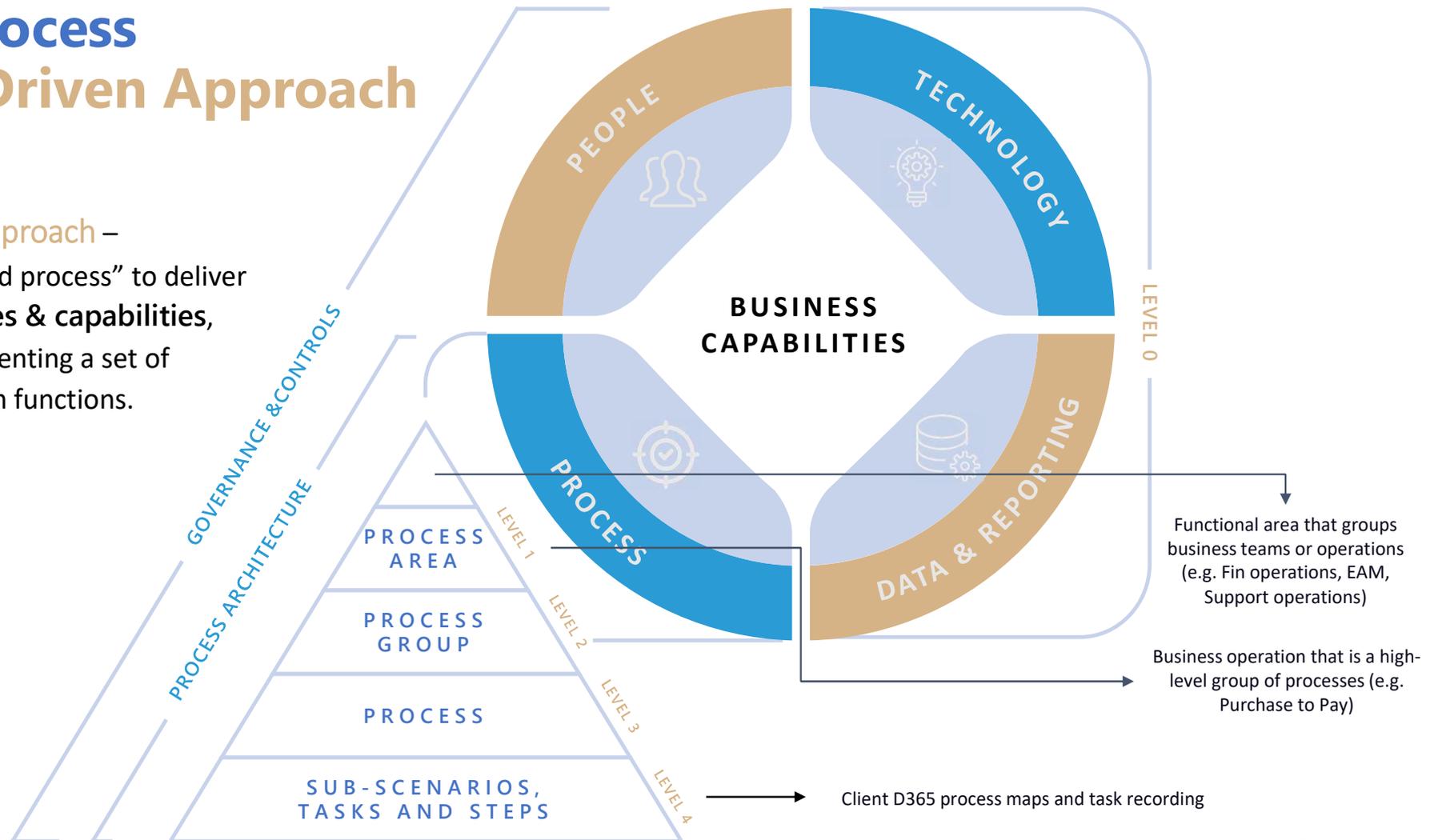


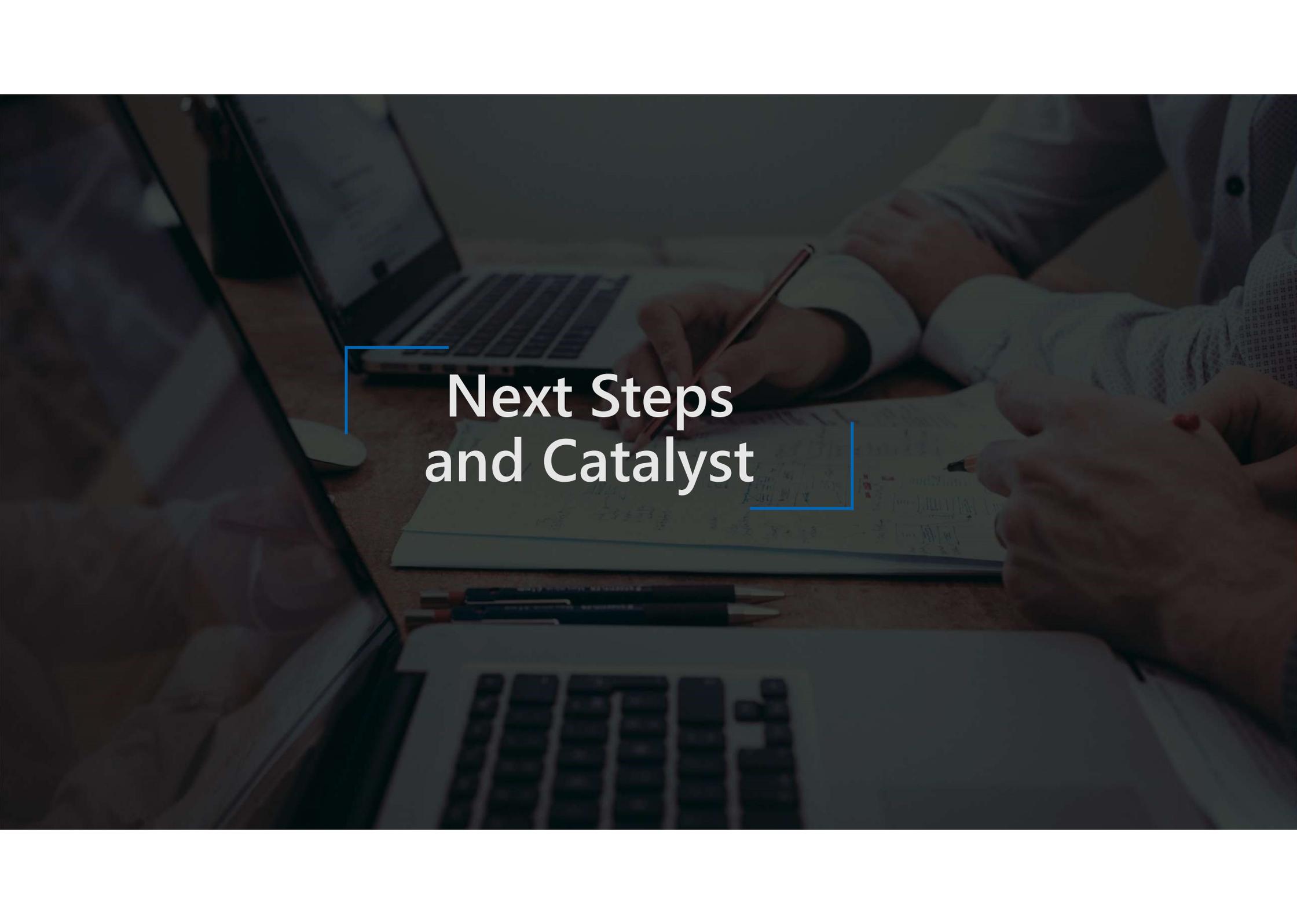
Prescriptive and predictable delivery

Repeatable high-quality deliverables

Power Process Process Driven Approach

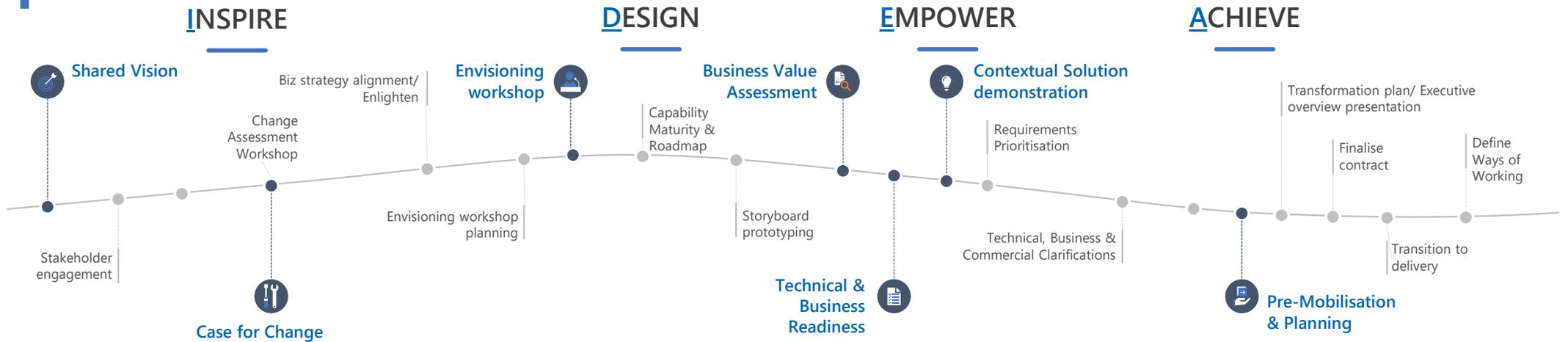
Process driven approach – focus on “end to end process” to deliver **business outcomes & capabilities**, rather than implementing a set of independent system functions.



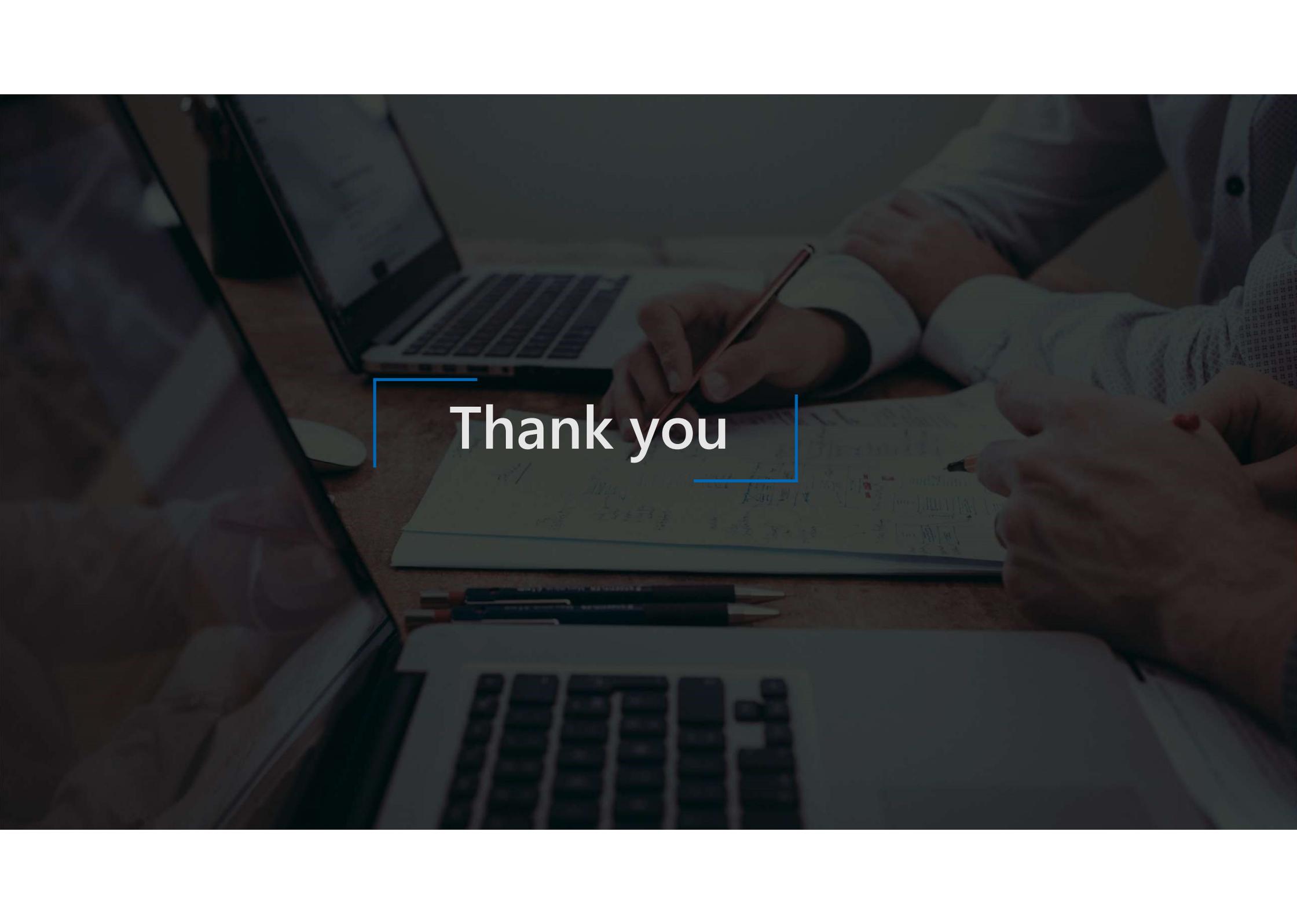


Next Steps and Catalyst

PowerCatalyst Scaled Framework



	DISCOVERY	BUSINESS VALUE ASSESSMENT	TECHNICAL & BUSINESS READINESS	SOLUTION DEMONSTRATION	PRE-MOBILISATION & PLANNING
PowerCatalyst Activities	<ul style="list-style-type: none"> Current State Review Stakeholder Engagement & Mapping Change Assessment Workshop 	<ul style="list-style-type: none"> Envisioning: Design-Thinking & Solution lead Workshops Benchmarking & Industry Insights Business Value & Capability Mapping Maturity Assessment & Roadmapping Quantify the benefits 	<ul style="list-style-type: none"> Organisational Competency Review 8 Building Blocks for Change Plan Data Quality Assessment Solution Fit/Gap Target Architecture Assess Transformation & Programme Risks 	<ul style="list-style-type: none"> Persona Scenarios / Storyboard Solution Showcase by Workload Clarifications 	<ul style="list-style-type: none"> Defined Scope Preliminary Statement of Work Commercial Workshop Programme Plan on a Page Contract Negotiations Ways of Working
Stakeholders Involved	<ul style="list-style-type: none"> CXO Microsoft & PowerObjects Sales Leads 	<ul style="list-style-type: none"> Subject Matter Experts Head of X CIO/CTO Business Analysts 	<ul style="list-style-type: none"> IT & Data Architects Training & Change Programme Directors SMEs 	<ul style="list-style-type: none"> Relevant Technical & Business Participants 	<ul style="list-style-type: none"> Programme Directors CXO Procurement

A dimly lit office scene with people working at laptops and writing in notebooks. The text "Thank you" is overlaid in the center.

Thank you