

# Essentials for Housing Front Office

## Hitachi Solutions offers an opportunity to transform the way your business operates

Hitachi Solutions offers the prospect of a genuine end to end solution for **Housing Associations**. Our solution seamlessly joins together the **back office** with the **front office** of your business to create a single solution, with a single version of the truth.

This makes for an outstanding operational flow using familiar and intuitive software and creates an exceptional user experience.

**At last — data you can trust all the way through to the front line.**

## How?

Your customers increasingly expect a self-service experience when contacting you.

It is more convenient for them and, ultimately, more efficient for you. Hitachi Solutions and Microsoft Dynamics 365 have partnered to develop an integrated self-service portal and integrated omnichannel capability to support this change in customer behaviours.

We provide a suite of business processes covering the key services and functions delivered to provide an accelerated implementation experience.

These sit across the full range of services and functions including:

- **Repairs**
- **Lettings**
- **Customer Account Management** (including arrears)
- **Anti-Social Behaviour**
- **Permissions**



## Better Business Processes

We know you require a level of detail which is sufficient to bring real added value, but with enough flexibility to properly reflect individual organisational structures and processes. Hitachi Solutions works alongside you to provide exactly what your organisation needs — whatever its size or vision.

We use a range of enabling technologies to maximise the automation and efficiency of each process. We work on the principle that when an action is started, the system should provide and support all of the functionality needed to enable the process to be completed at the first point of contact.

Functions like eSignature tools, document management and payment gateways are considered throughout and designed into the process at precisely the right points. For example, a customer logs onto the portal to report a repair. It is immediately flagged up as rechargeable and the customer can make the payment there and then to continue on to log the repair and make the appointment.

Similarly, the payment gateway is available in a range of other situations — on the phone to the contact centre, for example, or discussing a repair face to face with an officer at the property.



## Omnichannel Service Requests

We carefully choose our partners to build self-service portals, which fully integrate with Microsoft Dynamics 365. This allows us to test the validity of the thinking behind our business process. It also has the added benefit of showing our clients exactly how our solutions work.

We also partner with Enghouse Interactive, as leaders in public service provision, in order to fully test our thinking. We have integrated their contact centre solution into our demonstration environment, to allow us to test the way in which our processes support changes in customer behaviour.

With customers expecting a range of ways to contact you, we have incorporated channels like email, webchat and social media as part of a single integrated user journey. Our rigorous testing environments ensure that all these channels are fully tested and functional. It also gives you the opportunity to visualise how these solutions work in practice.



## Enhanced Customer Relations

Our solution provides a full view of the customer, tenancy and property all in a single location. That is all the information on the physical property, the person and the appropriate legal documents. All relevant data is held in one place, so every aspect is clearly visible and actionable.

For the first time, our solution ties together the service request trigger from the front office (e.g. via the portal), with the back office transactional and asset data.

This means a huge leap forward in the efficiency and effectiveness of your organisation. All the data held in the back office (for example asset and rent data) surfaces in the front office and is managed using one core workflow.

Our solutions are consistent and modern with a friendly interface, for both your customers and your staff, making the transition from legacy systems to the new way of working straightforward and user friendly.

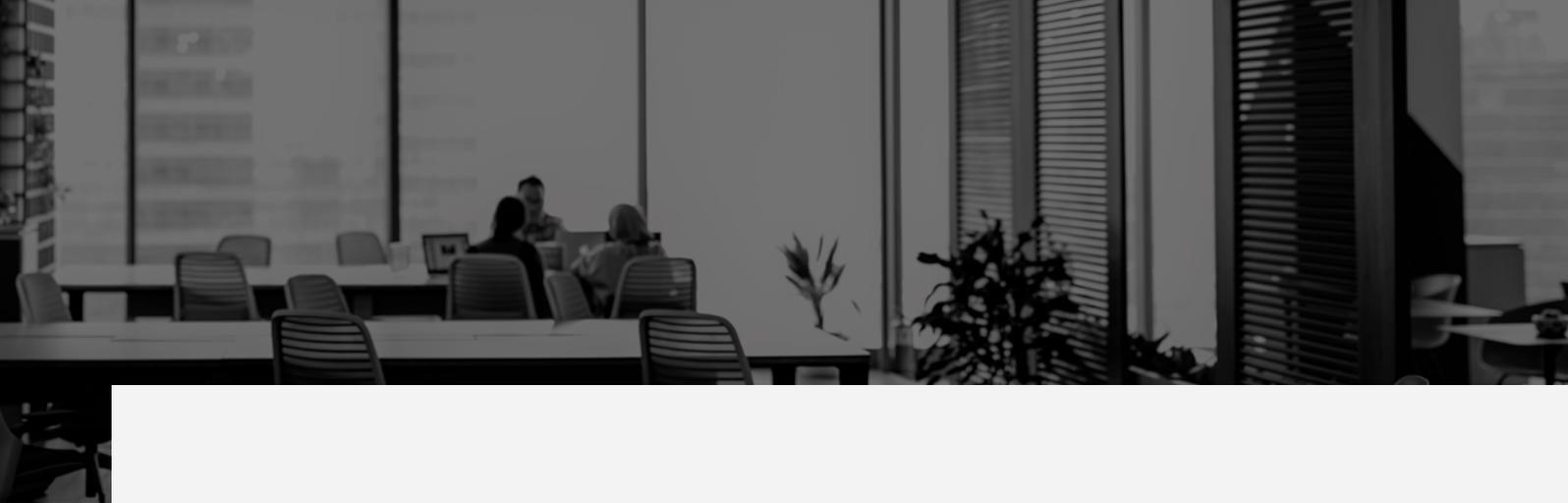


## Reporting

Our software allows a sophisticated level of reporting that has been previously unavailable. We have identified the core management information requirements associated throughout each business process to create management dashboards in Microsoft Dynamics 365. This inevitably leads to more effective service management.

We also use advanced Power BI capabilities to support more strategic decision making. We overlay wider sources of data to give a richer picture of behaviours and trends. We combine this with the personalisation and web analysis capabilities to allow a more advanced relationship with customers based on their use of the portal.

Additionally, our solution is fully searchable, saving time and frustration when retrieving documents and information.



## Conclusion

Our housing solutions are driven by a thorough insight into your business processes. We employ Housing Association professionals who have a deep understanding of the complex nature of your industry and client base. We also know how rapidly your world is changing with the need to bring new revenue streams on board and comply with increasingly complex legislation.

We have made getting rid of disparate legacy systems and replacing them with a single solution a reality for Housing Associations. Our solutions are fully scalable, so no matter what the size of your organisation, or your plans for the future, we can work with you.

## Why Hitachi Solutions?

We offer **deep industry expertise** combined with **decades of experience** providing high-value solutions that deliver **rapid return on investment**. Our approach is designed to give you a faster, lower-risk implementation and rapid adoption of Hitachi Solutions proven best practices, processes and configuration.

It starts with core technologies built on the Microsoft Dynamics 365 cloud platform.

We extend that with our own best practice pre-configuration and sector-specific functionality so you can get up and running quickly. New features are introduced every three months to ensure you benefit from enhanced functionality which helps you keep pace with the demands of your industry.

Finally, we deliver a tailored solution with inbuilt best practice processes and configuration templates to provide the best fit for your business, so you can focus on your unique strengths, not on basic technology.