Housing Associations

Solutions for a changing world

At Hitachi Solutions, we understand how rapidly your world is changing.

We know you require systems that enable you to meet the challenges you face now and support your evolution into the future. We recognise that you are looking for a partner who has both industry and technical expertise to assist you in running an efficient, user friendly operation, across all your responsibilities.

You have found it — Hitachi Solutions.

Your challenges

We know what you need because we employ Housing Association professionals who have experienced first-hand the challenges you face today. We understand your sector and have applied our specialist knowledge to solving your specific issues.

We employ Housing Association professionals because it means we speak your language, we understand how your sector is changing and we can help drive your vision for the future.

- We understand the need to add a commercial element to your core business.

- We know you need data you can trust.

- We appreciate the unique needs of your social housing customers.

- We understand you have an increasingly diverse range of customers – from private rented through to elderly care.

Past legacy

In the past, Housing Associations needed to grow quickly and expand according to a changing world with rapidly changing needs. Years of mergers and legislative modifications have led to layers of disparate IT systems, that don't work together and are no longer up to the job.

The situation has reached breaking point, but now there is an opportunity to exchange outdated systems. Hitachi Solutions can replace all existing incongruent systems with a single integrative solution using familiar formats, which support all your business processes across the board. It is a true end to end solution.

Facing the future with confidence

You require a solution with the capacity to ease your work load today and take you forward into an increasingly digital future. You need applications that are agile and responsive enough to maximise opportunities for your organisation.

Because we know your industry inside out, we can be one step ahead of the game. We know first-hand exactly what you require from your systems and why.

We know:

- You want to be able to integrate all your current processes into a single platform

- You want a complete end to end solution

- You want efficient applications that will effectively serve the needs of your staff, your customers and your business partners.

Our solutions

Hitachi Solutions know that prudent investment in your business systems is of paramount importance. Working together with Microsoft, we have developed the Essentials for Housing to ensure you have all the answers your sector requires.

Harnessing the power of Microsoft, together with our industry specific knowledge, means you have exactly the right system for the task of running a leading edge, efficient Housing Association for today's world.

Not only that, but Essentials for Housing will take you forward into the future, with potential to adapt and change as you do.

Our Housing Solution is:

Intuitive
Using familiar Microsoft formats

Workflow Driven
With one task leading seamlessly to the next

Fully Integrated
Works across all areas

We have worked closely with some of the largest providers in the country to make sure we offer the most comprehensive solution available.

How does it work?

Customer service

Your customers are central to everything you do. We know they are looking toward a self-serve culture using apps and online tools to take control of the communications process. They want to communicate with you at a time that is convenient for them and be assured that their requests are being dealt with.

We also know your customer base is changing. Not only do you have to consider the needs of your social housing customers, but know your commercial customers too.

- Your social housing customers require clear, easy to use formats, to access a range of services from payments to repairs.

- Your diverse range of commercial customers want the flexibility to add on services when they need them.

Asset management

We know you need to effectively manage your assets through every stage of the lifecycle. You need to be able to overview whole estates, a single block or an individual flat with ease. Most importantly, you need to be able to trust the data in front of you.

This is what really makes us different. It has taken Hitachi Solutions several years and our best developers to create Essentials for Housing. No one else in the market today can provide the fully integrated asset management, rent and charge setting and component accounting capabilities on the Microsoft platform.

This single platform means you can determine actual costs of maintenance and repairs, the revenue received and the profit margins involved. So you can plan your future repair schedules to ensure maximum impact and cost effectiveness.

We have also developed fully integrated Internet of Things (IoT) capabilities. This uses data streaming directly from your assets to inform more proactive repairs planning.It fully supports the shift from reactive to planned repairs management, which ultimately improves the service for you and your customers.

Our solution can:

- ✓ Capture all work completed and associated costs

- ✓ Project and plan into the future

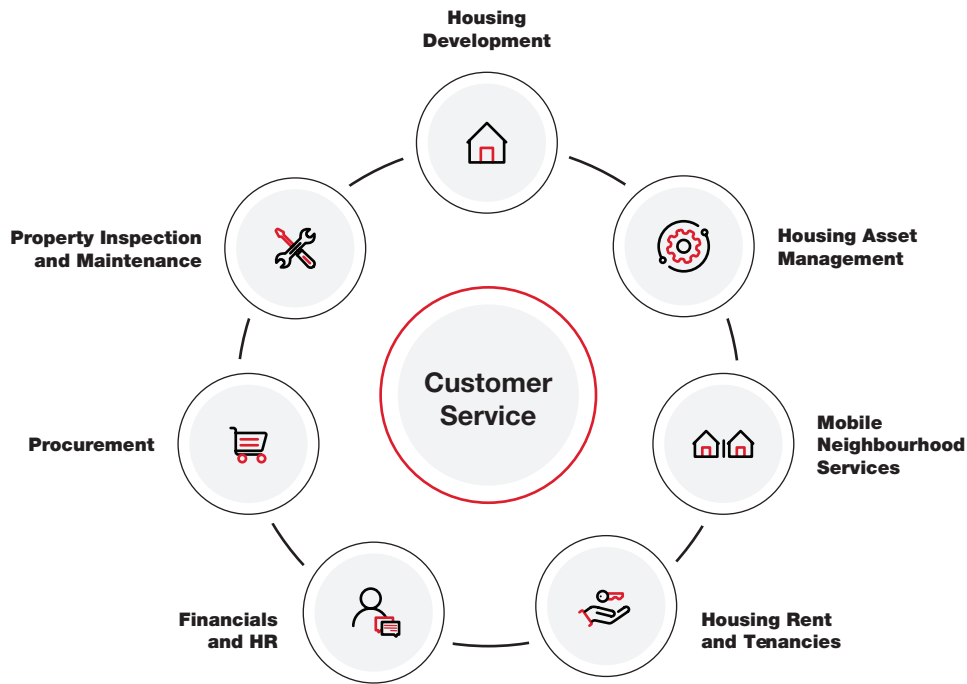- ✓ Work seamlessly across your teams

Finance

We know you have a range of finance commitments, from your staff right the way through to your business partners. Your budgets require far-sighted handling and your systems need to cope with multiple entities and organisations.

This can prove complicated and time consuming, but not with our solution.

We provide:

- ✓ A fully integrated finance, procurement, HR and payroll capacity.

- ✓ A strong financial reporting element, capable of producing highly visually engaging statements for your stakeholders.

The diagram shows a circular arrangement of services around a central "Customer Service" hub:
- Housing Development
- Housing Asset Management
- Mobile Neighbourhood Services
- Housing Rent and Tenancies
- Financials and HR
- Procurement
- Property Inspection and Maintenance

Management information

Using Essentials for Housing means accessing reliable information across all areas. Being able to capture this information, at the right point of each process, leads to informed and confident decision making.

Hitachi Solutions provides a truly coherent end to end solution. No part of the process is taken in isolation, we use all parts of the platform to support the delivery of the most efficient solution available.

We take the entire procedure into account to provide precisely the service your customers require.

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 few 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.