MANIFEST

We Get Housing

Business Applications Management
for Registered Providers of Social Housing

A guide to our services

www.manifestconsulting.co.uk

MANIFEST

We Get Housing

What is the Business Applications Management service?

A fully flexible consultancy and support service aimed at housing providers, focussed solely on their specialist line of business applications.

These applications are distinct from general IT, infrastructure, 'office' applications or other systems that are not connected with housing-specific business processes. The service is also distinct from the support provided by software vendors, and as such it is unbiased and sees the wider organisational picture.

The service has been designed and is provided by a team of specialists with career backgrounds in delivering IT services in housing organisations. It is fully tailorable and can include resourcing for any or all of the requirements organisations have, such as:

- Business as usual support
- System administration
- Implementation and configuration
- Upgrades and patches
- Housing system customisation and development
- Advice, training and guidance for users
- Business Analysis
- Project Management

The service covers a wide range of line of business applications familiar to the housing sector, including:

- Housing Management
- Building Safety and Compliance
- Asset Management
- ASB
- Document Management
- Interfaces/integration

Where required, the service includes onward logging and management of incidents and other work with software vendors and other third parties.

Support activities are governed by Service Level Agreements and we operate a web based support desk system to manage all requests throughout the working day. Requests are processed and managed through to completion, similar to how an in-house applications team would.

Consultancy is available across all the system types and can be accessed by inclusive days incorporated into an engagement at heavily discounted rates, separately purchased days or pre-purchased service tokens that function as a store of credit.

The service can be mobilised very rapidly, regardless of the size of engagement.

A unique offering

The housing sector is very familiar with the outsourcing of infrastructure and core-IT services - there are countless players in this market. We offer a new type of service that is focussed on the specialist software and business processes that housing organisations alone use.

We provide the ability for organisations to complement or completely outsource their support and consultancy needs for line of business applications as a supplier independent of software vendors. The service is an alternative to traditional recruitment or engagement of temporary/agency/contract staff.

Our team is formed of people with experience and expertise gained working with housing organisations, with detailed knowledge of the software and the business processes they use.

Our services can be extremely useful in organisations of all sizes:

- Smaller organisations often struggle to justify the direct employment of staff within the applications area (and in IT more generally).
- Larger organisations often have rapidly changing business requirements and projects that often makes permanent recruitment inappropriate.

In all cases, the benefits of temporary/contract staffing are achieved without the inherent disadvantages and we work with our customers with the dedication of permanent staff..

Flexible terms of engagement

Aware that there is no one-size fits all approach that would work for all customers, we offer a range of methods for engaging our services.

- On one end of the spectrum lies a fully outsourced term-contract service, covering full time business as usual support with an appropriate Service Level Agreement, inclusive consultancy days for improvement and implementation projects and full engagement with steering groups and leadership teams. Essentially an embedded business applications team working seamlessly in the business.
- Where a customer has in-house resources but can benefit from additional help to deliver projects or maintain their applications support function over a period of time, access is made available to our consultants with the required skills based on agreed response times and a recurring fee but without the commitment of a term contract.
- For more ad-hoc or less formal access to consultancy services, a 'token' based purchase option is offered. Customers can draw against these tokens at predetermined rates for any of our available services, for example to carry out specific technical tasks within a project, deliver a training course, or provide pieces of advice or research.
- And, as well as the above flexible options we also continue to offer the ability for any customer to order scoped assignments in the traditional manner.

We Get Housing

Benefits

At a strategic level, our services are designed to greatly improve the functional effectiveness of and governance around critical computer systems and the business processes these systems directly support.

As a result, customers realise wider organisational benefits by having this strength in their core business capabilities. They gain the position to take advantage of new technological innovations in the knowledge that the core systems are well managed and resources are available to evaluate and implement new technology.

Specifically:

- Responsive handling of support requests by staff experienced in these systems and processes.
- Access to niche skill sets that are difficult to find in the sector, regardless of size of engagement.
- Highly cost effective consultancy with costs based on productive work i.e. costs are not incurred for non-productive time or downtime.
- The ability to call in resources at short notice, mobilise very quickly and deploy flexibly.
- High agency commissions and bureaucracy are avoided.
- Skills and experience at similar levels to staff at software suppliers are provided but without product bias. This is particularly useful when considering new system requirements and improving business processes, as blended approaches to multiple technology platforms can be the most successful solutions.
- Elimination of problems with in-house succession planning, especially for smaller organisations with limited budgets. Also. fallback is available if anything goes wrong with temporary staffing, a contractor isn't capable or has to leave suddenly, etc.
- Organisations who may be migrating to new business applications may require
  - expert knowledge to assist in delivering successful implementation, OR
  - ongoing support for their legacy systems, allowing them to concentrate on their organisational change programme.
- continuity and ongoing relationships are maintained during and importantly after the engagement.
- Our services remove off-payroll (IR35) issues that are present in the engagement of temporary or contract staff.

We Get Housing

Mobilisation

Implementation of a fully fledged solution under a term contract would proceed as follows:

- Documentation and agreement of the scope of the solution, including applications included, SLA, improvement projects envisaged, key internal and vendor relationships.
- Analysis of current support arrangements and planning of handover.
- Liaison with core IT service providers, be they in-house or external - including the provision of necessary systems access including remote access and other tools.
- Identification of key staff and roles within our team and the customer.

A full solution can typically be implemented in a period of three months.

A more limited, non-term contract solution would still follow the above steps but will be less complicated as the scope will be narrower. As such, the mobilisation time can be down to one month for a recurring arrangement, or as little as two weeks for engagement in specific projects and tasks.

Find out more

To learn more about the service and find out how we can tailor it to your needs, please contact us at:

- hello@manifestconsulting.co.uk
- 0203 797 1012

Details of pricing and our purchase options are also available on request.

We Get Housing

MANIFEST

hello@manifestconsulting.co.uk

0203 797 1012

www.manifestconsulting.co.uk

We Get Housing

MANIFEST

We Get Housing