



POWER OBJECTS

An HCL Technologies Company



PowerObjects is 100% focused on
Microsoft Dynamics 365. Driving success for your
end-to-end journey with our four pillars of
service, support, education and add-ons.





An HCL Technologies Company

Microsoft Dynamics 365 for Housing with PowerProperty



Housing Association Challenges...

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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...

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Some drivers for change...



Current Systems are traditional in design, inflexible, and cannot be changes 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

Housing Provider Issues

Time



Multi-channel Marketing
Active Segmentation



Engagement
CPQ



Optimal Pricing
Additional revenue streams
On going service

D365 CE

Control



Acquisition
P2P



Cost Control
PMA



EAM
Contracts

D365 F & SCM

Innovation: PowerProperty

- Built using the standard functionality of D365 CE & F&O and on the latest version
- Pre-Configured omni-channel including Portal, Live Chat and Agent Desktop (USD)
- Integrated Front – Back Office Functions utilising the Common Data Service
- Pre-built Property Data Model for CE and F&SCM processes
- Fully compliant with UK GDPR
- Microsoft accredited & certified
- Transparent & flexible for enhancements
- Fully managed by dedicated R&D team
- Lower time to implementation > value
- Can cover HR, Payroll, Procurement, Treasury



Property Management

Business Process Automation:

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

Omni-Channel:

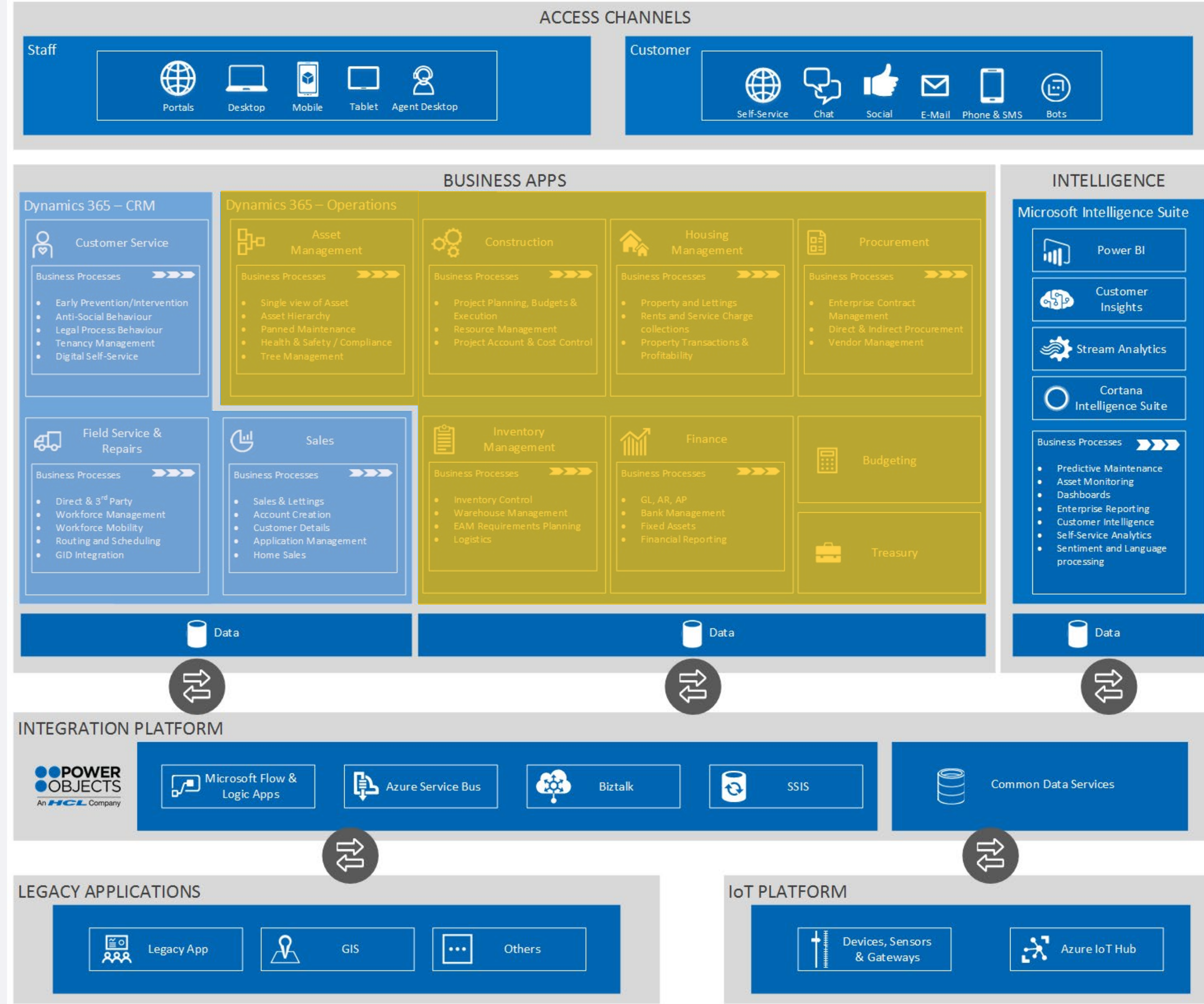
- Dynamics Portals (Self-Service)
- CTI (Skype 4 Business Integration)
- Chat Bots
- Social Engagement

Intelligence Suite:

- PowerBI
- Relationship & Customer Insights
- Azure Machine Learning

Further Microsoft Integration:

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



Headline Approach



Configuration-First Design & Build.

How we will adopt a Configuration-First design and build approach, by leveraging as much functionality OOB as possible.



Low-Risk & Optimised Project Plan.

The hybrid-divisional/departmental roll-out will enable an optimal resource utilisation model, a de-risked approach to deployment and lowest impact to the group business.



Utilising our IP to Accelerate Time to Value.

We will position our IP only where it can add-value to this project from a solution management and commercial perspective e.g. PowerProperty & our Marketing Automation PowerPack Add-On's.



Empowering Your Team.

Effective Knowledge Transfer will take place through co-location and close delivery engagement but also through utilizing the Education tools and assets within PowerObjects.

Pedigree in Housing

▶ VIDEO CASE STUDY 01

▶ VIDEO CASE STUDY 02



- Customer service centric installation programme, inc. scheduled and reactive repairs with Field Service
- Integration with ActiveH
- Roadmap support for additional functionality and enhancements.



- End to end front office transformation including Customer Service, Field Service and Sales & Marketing
- Replacing in-house built housing management solution Arena – collapsing plethora of point applications
- Care services for vulnerable high dependency residents
- PowerSuccess model for ongoing support and continuous innovation



- End to end Front, Middle and Back office transformation through the Fit for the Future Programme
- Digital transformation with SiteCore, ArcGIS, InContact, DataWarehouse
- Sales & Marketing solution for FABRICA utilising our PowerObjects PowerPacks



- End-to-End business transformation with Dynamics CRM & AX, started with Back office (Finance (SUN), Procurement)
- Supporting technology lead business growth strategy
- Logic Apps on Azure setup to enable numerous integrations



- Deployment of Microsoft for Finance and Procurement
- Rolling out HR, Payroll and Asset Management Solution
- Roadmap building for front and middle office transformation



- End to end Front, Middle and Back office transformation with Microsoft Dynamics 365
- Working with fully Agile delivery methodology
- Replace ActiveH and OpenAccounts back office systems

Telling Stories – 5 Key Challenges & Our Experience

Legacy

Complex Integrations, high cost of ownership of IT

Network Homes, Origin & Wakefield

Integration experience of housing management systems, re-architecture to help rationalise the number of line of business applications

Digital

Providing a 'digital by default' and omni-channel customer experience.

Barratts Homes Southern Housing

CE audit including to-be architecture. Encourage personalized customer engagement with CPQ & self-service.

Futureproof

Setting up to manage future changes in policy e.g. GDPR and opportunities to innovate & compete

Bromford, Kelly Roofing, L&Q

Connected Field Service with Azure IoT suite. Care provision with AI insights



Commercial

Having technology to support sales and marketing efforts.

A2Dominion, L&Q

Implementing Dynamics 365 for Sales and marketing automation to support the go-to-market efforts of high-value branded developments e.g. Fabrica

Optimised Service

Resource scheduling to reduce cost and increase customer and contractor satisfaction.

Sovereign, Siemens BT, Bromford Housing

Dynamics 365 Field Service for responsive repairs, planned maintenance and small works, all seamlessly integrated with front and back-office teams.

Microsoft Dynamics Platform for the Future

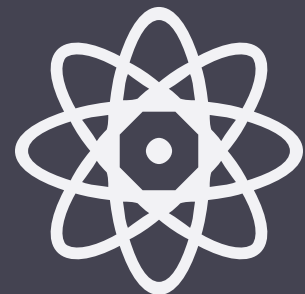
Machine Learning

Deliver services on the devices customers want to use to consume them.



Bots

Automate tasks before agent contact. Pre-authorize security linked to D365.



Omni-Channel

Deliver consistent experience across all channels including chat, voice, video, SMS etc.



Intelligent Insight

Predictive analysis. Recognise behaviours aligned with possible defaults & intervene early.

Why PowerObjects for Housing?

- ✓ Housing Expertise: Lower Time to Value
- ✓ Delivery Capacity & Skills: D365, Azure, BI, Analytics
- ✓ Supporting the Vision: Platform for Innovation
- ✓ On Time Delivery & Quick Mobilisation: Low Risk Option
- ✓ Cultural Fit: World-Class Team
- ✓ Financial Viability & Microsoft Alignment: High Growth
- ✓ Focus on Education: Customer Enablement/Augmentation
- ✓ Commercial Flexibility: Pricing Models
- ✓ Delivery Models: Onshore/Offshore, Agile & Waterfall



Culture



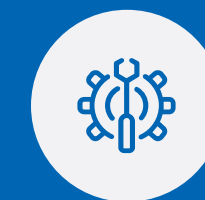
Expertise



Commitment



Agility



Technical Ability



A little bit of magic

「**Questions?**」