

REAL EXPERTISE

Housing – Industry Focus



# INDUSTRY FOCUS - HOUSING

## Sector Knowledge:

At TSG, we work with housing associations of all sizes, across the broadest range of technologies.

We have worked with Social Housing providers for many years, mainly providing SharePoint and infrastructure services, and increasingly supporting the planning and implementation of digital transformation.

Our understanding of the challenges and opportunities faced within the sector have been built on a strong partnership approach with organisations including Home Group, Vivid and GreenSquare.

It's becoming clear that the tools available within Office 365 provide a powerful platform for collaboration, process efficiency and, in many instances, substantial savings.

## Expertise:

TSG is an award-winning SharePoint, Office 365, CRM and Power BI solution provider.

Nine Microsoft Gold competencies provide an indication of our breadth of expertise, our commitment to the development of our people and, most importantly, our desire to build successful solutions for our customers.

We've been working with SharePoint since its inception in 2001 and have successfully implemented more than 400 solutions including award-winning enterprise document and content management applications for UK and Worldwide organisations.

More recently TSG have fully embraced Office 365 as a solution platform and enhanced our capabilities to include the likes of Microsoft PowerApps, Flow, Teams and Power BI.

Microsoft  
Partner



- Gold Cloud Productivity
- Gold Collaboration and Content
- Gold Datacenter
- Gold Enterprise Resource Planning
- Gold Small and Midmarket Cloud Solutions
- Gold Windows and Devices
- Gold Application Development
- Gold Messaging
- Gold Cloud Customer Relationship Management



## Our Approach:

A number of our relationships have started with a high-level session delivered to key decision-makers to show 'the art of the possible' with Office 365.

Subsequent 'discovery' workshops focus on identifying how specific challenges might be addressed by embracing the full suite of tools available within Office 365 including Teams, Flow, PowerApps, etc. along with integration into other systems where possible.

It's an agile and flexible approach that allows customers to fully explore potential benefits at the same time as defining a clear project scope.

We see the adoption of Office 365 as an ongoing process aligned to digital transformation aims and delivering continuous improvement across all areas of the organisation.

## TSG 365 Framework





# SOLUTION – HOME GROUP

## The Challenge:

With their call centres receiving more than 24,000 repair calls every month, Home Group needed a solution to reduce the risk of non-specialist staff sending misinformation to customers and causing unnecessary repair visits.

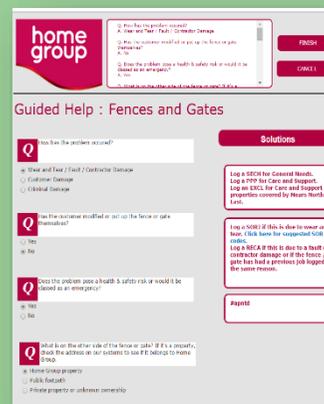
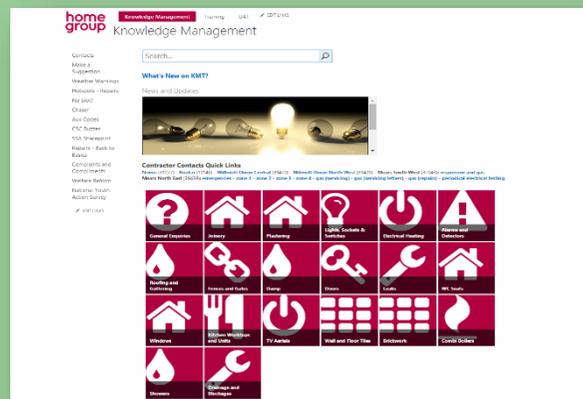
## The Solution:

Using a powerful combination of SharePoint and Nintex, TSG built a series of dynamic forms that guide the call centre operators through a selection of questions.

## The Results:

Home Group saved £220,00 in the first year with an error rate in service call dispatch reduced to less than 3%. New employee training was reduced from one month to 10 days.

The knowledge management solution built for Home Group was not only acclaimed by Nintex in its global partner awards, but also resulted in success for the customer services team at the National Contact Centre Awards.



# SOLUTION – CASSILTOUN

## The Challenge:

With security and cyber-attacks hitting the headlines on a weekly basis, Cassiltoun wanted to ensure that the network and end users were as secure as possible from malicious attacks.

## The Solution:

Only two weeks after installing Sophos Intercept X on their network and working hard behind the scenes, a TSG Operations Analyst logged into Cassiltoun's Sophos Central Console to add some machines to the security platform.

Alarmingly, but fortunately for the Association, TSG discovered a security breach attempt had been made on the network.

Intercept X identified the attack, immediately disabled the threat on the compromised machine and restored the encrypted files.

Ultimately, Intercept X saved the Association from massive disruption and considerable downtime.

*“With the increasing threats being noticed we wanted to secure our system beyond anti-virus. The attack originated from a mainstream business supplier and we were very pleased to see the security just recently put in place saved us from significant disruption and loss.”*

Gamal, Finance Director



## WHAT THEY SAID

*The knowledge management solution is proving hugely beneficial, saving Home Group money and time in training up the call handlers.*

*"Our ability to get an issue resolved first time has improved, reducing the risk of having to revisit properties. It has also received great feedback from customers and enhanced customer satisfaction."*

**Donna, Director of Customer Services, Home Group**

*"The TSG team are always keen to show us the art of the possible with O365. They are very enthusiastic!"*

*"This has resulted in a large-scale rollout of Microsoft Teams to improve communication and collaboration and Power BI for business intelligence at GreenSquare."*

**Rob, Group Head of ICT, GreenSquare Group**



Q11

Quorum Business Park

Newcastle upon Tyne

NE12 8BU

Tel: 0333 220 0777

[www.tsg.com](http://www.tsg.com)



TECHNOLOGY SERVICES GROUP