



TSG IN THE HOUSING SECTOR

Technology Services Group

tsg.com | 0333 220 0777



Helping you to build a stronger organisation for the future

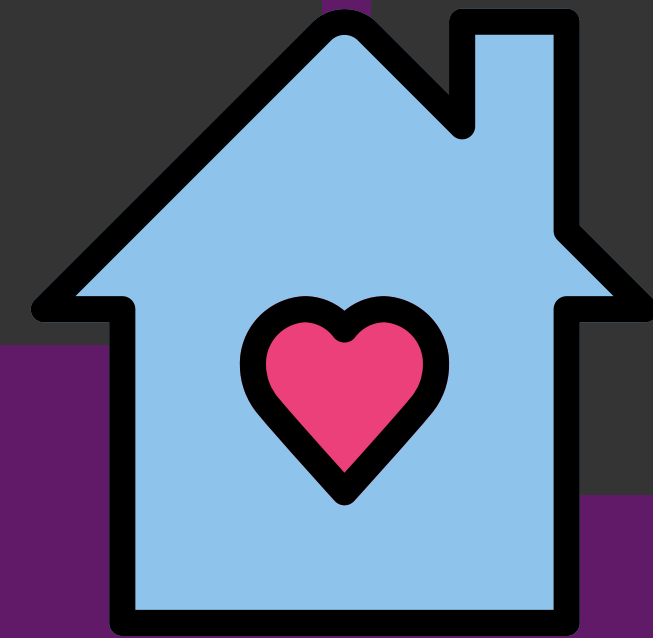
Across every industry, organisations of all shapes and sizes face the age-old challenge of meeting the ever evolving behaviours and expectations of their customers; constantly looking for ways to adapt and adjust the way they operate to deliver the best possible customer experience. As trusted partners of the social housing sector, we know this is no different for housing associations.

Social housing organisations must be agile to accommodate the needs of a growing population, whilst maintaining compliance and managing the challenges which arise from limited funding. At TSG, we recognise the important part that technology can play in enabling you to achieve more and operate effectively under these constraints.

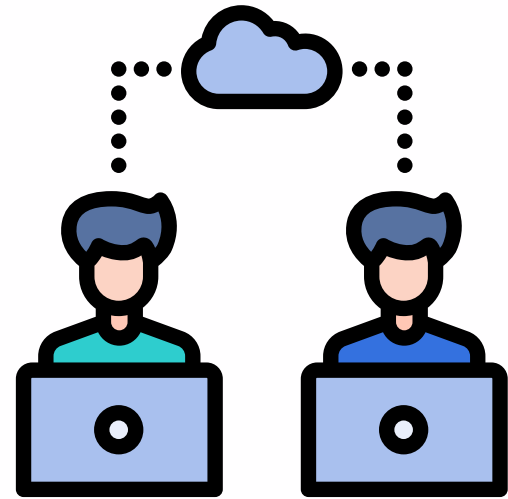
Through our extensive experience working with housing associations across the UK, we've developed tried and tested solutions that enable you to get the most out of your investment in technology; uniting your disparate systems, streamlining processes, maximising productivity and, ultimately, enabling you to provide high-quality services to your tenants.

As well as being known for staying on top of the latest innovations, TSG also prides itself in providing fair value through partnerships that are built to last. We strive to truly understand the way you work, the challenges you face, and your organisational goals, whilst working as an extension of your team to identify and implement innovative solutions that assist you in driving the success of your organisation.

Proud to work with some of the UK's leading housing associations



The Modern Workplace



With widely distributed teams and flexible approaches to working, the modern workplace is evolving at a rapid pace.

To encourage productivity, engagement and collaboration across your organisation, the right digital tools are needed to connect and support your employees to work securely, from anywhere, on any device.

Utilising powerful tools such as SharePoint and Teams, TSG can help you to empower your people - not only improving their productivity, but making them happier and improving job satisfaction too.



"From the very beginning of the project, TSG fully understood what we wanted to achieve during our initial roll out of Office 365. They fully aligned themselves with our needs, requirements and available resources to partner with us on rolling out Teams across Adra. They, like us, understand that Teams is currently the best launch window and most beneficial app of the extended Office 365 application stack. They have been a pleasure to work with and I am very pleased with our progress together."

- Geraint, Business Systems Manager, Adra

Connect and collaborate with Microsoft Teams

Microsoft Teams is the hub for teamwork in Microsoft 365, providing a shared and mobile workspace for conversations, files and meetings; enabling your people to be more engaged and effective every day. We know first-hand that Teams can be used across entire organisations to improve communication, and we have extensive experience guiding housing associations with successful implementation.

Powerful solutions built on SharePoint

The communications capabilities of Teams and the content management capabilities of SharePoint naturally go hand in hand, but you'd be fooled if you think SharePoint is just a back-end solution. At TSG we've used it to help housing associations build better business processes, meet compliance requirements, create engaging intranet platforms for employees and implement modern document management solutions. The possibilities are endless.

Seamless integration

Across the entirety of the Microsoft 365 suite, you'll find ways useful ways to integrate with other products in the ecosystem that can help you to build a more agile workplace. Adopting a Microsoft-first approach within your digital strategy can enable your organisation to transition into a modern workplace with ease.



Revolutionising organisational processes

Every organisation has processes that can be improved upon, but few organisations, or indeed entire industries, have processes that are as highly regulated as the social housing sector.

Your housing association is caught between two worlds; complying with strict regulatory requirements and giving your tenants the best possible experience.

Taking a Microsoft-first approach, TSG can assist you in digitising the manual, paper-based processes that typically place unnecessary strain on your operations.

Introducing the Power Platform

Using intelligent Microsoft business applications, paper-based processes can be made entirely digital and collaborative.

Our Microsoft experts can help you identify and map out the processes which are placing a burden on your day-to-day operations and translate these into a simple apps-based solution, utilising out-of-the-box functionality from Microsoft 365 and the Power Platform.

With robust solutions built on the Power Platform and leveraging the wider connections available through Dataverse, TSG can help you analyse, act on and automate your data to shift your processes from a reactive to a proactive approach.



Power BI

Business analytics



Power Apps

Application development



Power Automate

Workflow automation

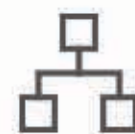


Power Virtual Agents

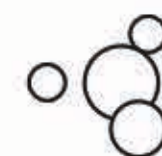
Intelligent virtual agents



Dataverse



**Data
connectors**



AI Builder

Creating a consistent customer experience by uniting your data

Accelerate success with the connected business cloud

Microsoft's Dynamics 365 applications work seamlessly together for a comprehensive solution that spans across your organisation, including sales, marketing, service, operations, finance and HR. With a 360-degree view of your organisation you'll be in the driving seat, with the ability to uncover real-time insights that drive better outcomes for all. Ideal for the sale and marketing of new homes and improvement of contact centre operations, with seamless integration with your other systems.

Dynamics 365 Customer Engagement (CE)

Customer relationship management is especially important when it comes to the satisfaction of tenants for housing associations. Having a properly implemented, deployed and managed CRM system will bring significant benefits to your organisation, helping you to improve engagement, personalise your service and streamline your customer services.

With Dynamics 365 CE, you get CRM software that works as a customisable, flexible solution designed to suit your organisation's requirements. We can support you with a stand-alone application to meet the needs of a specific line of your association or use multiple CRM tools that work together as a powerful integrated solution.

Dynamics 365 Business Central (BC)

Over time it's likely that your operations have become bogged down with multiple, disparate systems that your staff have to switch between to get the job done.

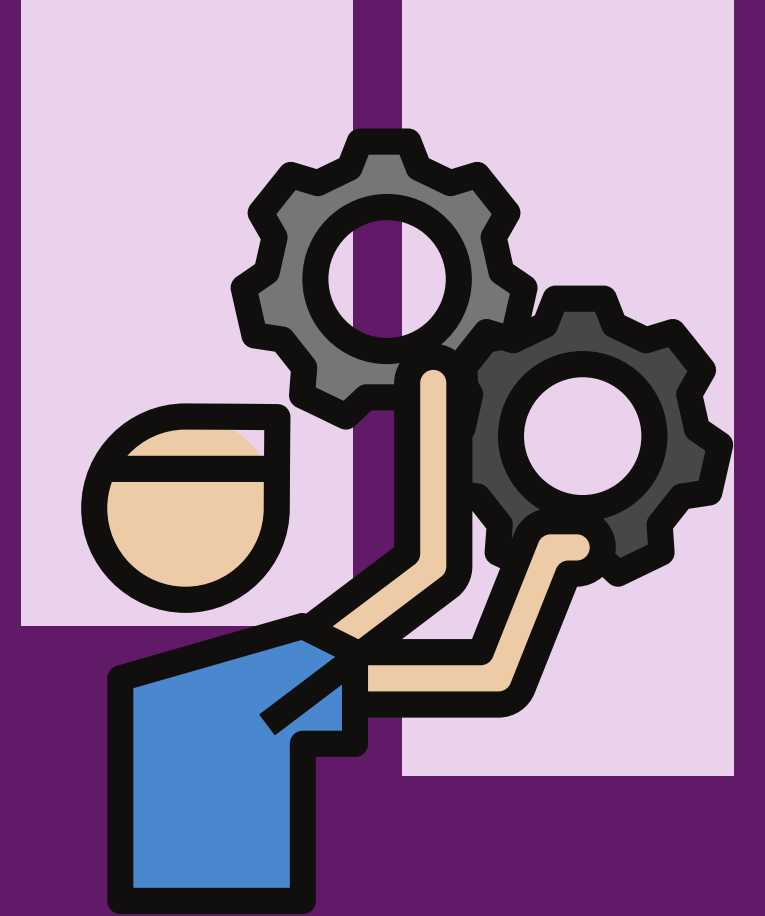
Adopting an end-to-end enterprise resource planning (ERP) solution such as Dynamics 365 Business Central (BC) ensures your organisation's continuity and connects your teams by bringing together all of your important data and processes in the cloud, helping your teams to adapt faster and deliver results. By utilising Dynamics 365 with the Power Platform, data can seamlessly flow from one business unit to another without compromising on speed and space.

Laying strong foundations

Our managed and co-managed services can provide proactive support across your IT infrastructure, digital transformation, security and compliance, business communications and data analytics. This is more than just a one-off project; it's a tailored service that is built to last.

We've been supporting housing associations for a number of years, taking care of their business-critical systems, helping them get the most out of their IT and helping them achieve their strategic goals.

We can work with your organisation to modernise and bring your IT landscape up to speed, ensuring you're operating securely and have the infrastructure in place to enable your workforce and build out your IT strategy.



Future-proofing

Downtime means your business isn't able to operate to capacity and the result could be a loss of customer confidence and ultimately loss of profit. Your staff need to be able to do their jobs in the most efficient way possible.

Through the security and disaster recovery elements of managed service offering, we can ensure the availability of your systems, allowing your organisation to run smoothly at all times.

Telephony and connectivity

Communication is at the heart of all organisations; whether that's sharing information internally with colleagues or interacting with your customers, it's likely your housing association couldn't function without it.

Through hosted telephony and powerful connectivity options available as part of our managed services, TSG can help you bring together all of your communications, allowing your employees to work flexibly; connecting and sharing information in a way that suits them.

Cloud support services

As more organisations transfer some or all of their data or IT structures to the cloud, their support requirements are evolving and traditional break-fix IT support is no longer a sufficient solution. One of the major benefits that comes with having your infrastructure and applications hosted in the cloud is the burden that it removes of having to manage them in-house. TSG's proactive support services can give you peace of mind, helping to manage and support your cloud applications, infrastructure, and architecture so you can get the most of your cloud-based tools.

Unlock the value in your data

Data is everywhere, it's confusing, it's messy, and it's raw. Nonetheless, it's a rich and vital resource available right at your fingertips which, with a bit of guidance, the right technologies, and an inquisitive mindset, you can tap into to uncover valuable and actionable insights for operational and strategic decision making

We've recently seen many housing associations recognising the importance of a data-first approach, with an increasing buzz surrounding business intelligence in the sector, but the difficulty lies in knowing the best place to start.

TSG's dedicated BI team can use industry-leading tools such as Qlik Sense and Power BI to help you unlock the valuable insights hidden within the key asset that is your data.





A dedicated housing team

TSG's housing team has been expanded & structured to support strategic customer partnerships built on fair value.



Tony Hughes

Housing Solution Strategist



Kirsty Marsden

Housing Service Design Lead



Rob Fletcher

Housing Sector Solution Lead



Richard McGrath

Senior Customer Success Manager

TALK TO TSG

Invest in the future of your organisation and power up your processes with the help of TSG's experienced housing experts.

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