BT

Be There

We can help you to generate capacity to build new homes

From welcoming new tenants, to giving them
better ways to get in touch

Digital technology enables better outcomes for tenants and for housing associations

Over the years, the demands on organisations like yours have only become greater. The UK is facing a housing crisis and demand is becoming critical. That means even bigger targets to build new homes. Meanwhile, Universal Credit is changing the way tenants pay and engage with you.

To meet this new demand and radical change, you need to transform the way you work. You need to give everyone access to digital services, so they can do things in smarter and more productive ways – from your own people, to tenants themselves.

Digital services and technology can help. But to adopt them, you'll need an innovative partner. One that understands the housing sector and knows how to make what you do more productive. That's where we come in. We'll show you how to take advantage of technology to transform services and focus time and resources where they're needed most.

There's big benefits to be had from better digital tech

Encourage innovation
Becoming a more digitally-enabled organisation can make you more flexible and cost-efficient.

Get everyone working together
It's easier to get things done when digital employees are connected. And better for morale, too.

Connect with tenants
Providing new ways for tenants to interact with you and access information and services can make them more independent, reducing the demand on your contact centre while improving their quality of experience.

Stay secure
Our tech can help you keep sensitive information secure and private, so your employees and tenants feel comfortable using digital channels.

Become more productive and deliver a better service

Making smarter use of resources so you can build more homes starts with a better understanding of your assets. When you do, you can look reduce your costs, become more productive and eliminate the waste that comes with missed appointments.

From smart devices that help you monitor properties remotely, to mobile working and collaboration solutions that keep teams up to speed, we can help you allocate your staff more effectively. By making maintenance teams more productive and tackling issues before they escalate, our solutions can help you better manage your estates – and your costs.

Build digital communities

When people feel a sense of belonging, they are less likely to become isolated. We can help you build online communities that encourage your tenants to connect, share experiences and help each other. Getting tenants online can be the start of a journey to develop important digital skills that could help them find new jobs, get financial help, and even change their lives.

As part of our Digital Inclusion programme, we have helped more than 130,000 tenants get affordable access to the internet over the last four years. We've also run a volunteer programme to raise Wales & West Housing tenants' awareness of digital service options.

Put your tenants at the centre of everything you do

By making internet access affordable and easy for everyone, you can improve communications with tenants. And the more they can find out and do for themselves online, the less pressure there is on your contact centre and service managers. Giving tenants easy access to services through digital channels can improve their experience, support them with budgeting and even reduce rent arrears.

What we can offer

Our solutions can help you to:

- Make it easier for your employees to work together and share information with our unified communications, collaboration and conferencing tools
- Mobilise teams and give them the data they need to make decisions on the move with rapid site deployment, wi-fi, workforce scheduling and asset tracking
- Adopt new technology quickly and economically with our leading fixed and mobile network services, wireless solutions, and cloud-based software
- Transform your tenant services by bringing together voice, email, web and other contact channels with customer relationship management software
- Identify faults, address them quickly and save money with smart sensors in homes and automation technologies like artificial intelligence and machine learning
- Focus on what matters most with a service that we fully manage and support

We can help make your budgets go further and free up funds for new housing with:

- Smart homes technology that can increase the value of privately rented homes
- Digital marketing solutions to help you sell homes more quickly
- Contact centre services make it easier to collect rental income
- Digital solutions that help tenants do more for themselves online and reduce transaction costs
- Mobile solutions and devices that give your people access to information wherever they are, so you can better plan, schedule and make the best use of your resources
- Tools to combine systems and services, so newly-merged housing associations don't duplicate effort and waste money.

We are at the forefront of UK digital innovation, ready to help you transform

From cloud-based collaboration and unified communications services, to workforce scheduling and asset management solutions, we have the technology and the expertise to help you respond to growing demand for social housing.

Our focus is your organisation and your tenants. So we'll help you to free up budget and capacity to build more homes, while making life better for the people who live in them:

- **We know that you need to do more, deliver more and save more.** We'll help you to adopt new technologies and cloud-based solutions, to become more effective and flexible, while lowering your costs.
- **We understand the importance of being able to work effectively from anywhere.** With our help, you can empower your employees and teams to access and use the information they need, wherever they are.
- **We know that providing a good service to tenants can improve their quality of life.** We can help you to create an online community for your tenants, with self-service facilities. And we'll help you create connected homes and utilities that are easy to manage.

At a glance
We can help you provide innovative and cost-effective tenant services, including:
- Easy-to-manage digital channels, so you can send messages and deliver new home information to tenants' mobile devices
- Apps for tenants to access information, make online payments, report problems and book engineers
- IoT connectivity and a data platform so that you can and your tenants can monitor things like energy usage and make intelligent decisions that reduce costs
- Assisted video so tenants can share a problem visually with contact centre teams, making them easier to log and resolve.

We can boost your organisational productivity and efficiency too, with:
- Mobile job notifications for teams on the go and intelligent task scheduling that makes the most of people's time
- The right tools for contact centre agents, so they can respond to customers in the most appropriate way.

Whatever your priorities, we've got you covered
We're trusted by more than 1,800 public sector customers, including some of the UK's top housing associations (90 of them in fact), so we've got the experience to help you transform yours. Our solutions are designed for housing associations and we have a proven programme to help more people make the most of technology.

We're also vendor agnostic. That means we won't be selling you a specific product you don't need. Instead, we'll work with you to understand your business objectives, get you know your current technology set-up and find the right solutions based on the challenges you're facing.

We've got the biggest and best fixed and mobile network in the UK at the heart of our business. And our UK-based service team can offer support around the clock. We're trusted by more than 1,800 public sector customers.

Our innovation is your advantage
As one of the world's leading innovators, we're already using the latest technologies like artificial intelligence in our own business, so we know how they can work for you. We've invested £2.8bn in R&D over last five years, and we're leading developments in higher-speed, flexible networks with on-demand digital services.

We're involved in lots of ambitious projects across the whole public sector. Our technology is powering one the first smart cities in Milton Keynes, and it plays a key role in Manchester's CityVerve programme, for example.

The world's best solutions, from a single provider
We've got strong partnerships with other technology leaders. And we're helping to develop the next generation of innovators with our Infinity Lab start-up programme.

We're one of only four Cisco Global Certified Partners and one of just three Avaya Platinum Partners. Working with Microsoft gives us access to some seriously innovative cloud applications. And our links with Apple means it's easy to roll out iOS devices in a way that's easy to manage and secure.

With those connections, we can combine the best solutions and make them work together. Seamlessly. In other words, you couldn't be in better hands.

The work we're doing

We're helping housing associations provide better outcomes for their organisations and for tenants. Here's what it looks like in practice.

Look Ahead Housing

Look Ahead Housing's mission is to 'enable customers to lead ordinary lives in the community'. It is keen to support digital inclusion and wanted to provide Wi-fi solutions to all staffed residential services. We helped them deploy Meraki Wi-Fi, reaching around 500 customer flats. As well as helping more vulnerable tenants connect to invaluable information and services via the internet, and meeting digital inclusion targets, this paved the way for Look Ahead to provide a better tenant experience more efficiently. Centralised management and content filters mean the association stays in control, too.

"Working with BT has helped us provide customers with information about health & wellbeing, education and employment. The deployment was a great success with further roll-outs planned in the future. It's great to see that BT is actively trying to help the disadvantaged by providing affordable access for all."

John Tilsley,
CIO, Look Ahead Housing

GreenSquare

GreenSquare Group is a major provider of housing, regeneration, care and support and commercial services across Wiltshire, Oxfordshire and Gloucestershire. Its mission is to increase the opportunities for people to thrive by building great homes and communities.

It uses EE's Rapid Site across housing construction projects and now has full 4GEE connectivity on sites. Site managers can check projects remotely and it's now easier to coordinate key trades such as plumbers, carpenters and electricians, helping to prioritise jobs and schedule work.

"Each person in my team is averaging an extra job every day — a ten per cent uplift in productivity, taking us to around 2,000 jobs a month."

Ian Yates,
Group Maintenance Services Manager, GreenSquare

Wales and West Housing Association

Wales and West Housing owns or manages over 11,500 properties across Wales. It's taken advantage of our Digital Inclusion package to get tenants online with affordable internet, connecting them to valuable information and services.

Our team of volunteers visited the tenants, helping them get to grips with their devices and showing them how to make the most of the internet. Thanks to a partnership between BT and the housing association, the service means tenants can connect to the internet without having to worry about things like credit checks. Over 2,000 senior citizens can now connect to the Wi-fi network and internet access is opening new doors for them.

"There are a number of drivers for us to provide internet at home to our residents, including Universal Credit which means people have to be online. Working with BT has allowed us to provide cost-effective internet access, as well as the training and technical support our tenants need."

Richard Troote,
Head of ICT, Wales & West Housing

Getting you a step closer to a smarter digital future

Digital transformation is big. And it's creating even bigger opportunities for organisations across the UK. We've got the insights to anticipate your challenges and help you plan a smarter digital future. And we've got the network and know-how to make it all happen. We call this intelligent connectivity. As a managed services provider we'll be there for the entire journey. Helping you to get the most out of cloud technologies to deliver faster, more efficient services.

Why BT

With over 1,800 public sector customers across Scotland, England, Wales and Northern Ireland, we know the issues you're facing. We'll use that know-how and experience to help you make lives better. And the benefits of working with us don't stop there:

- **Award-winning networks that won't let you down**
  Our global network is recognised by Gartner and other independent industry specialists. We've created networks that run at 5.6Tbps, fast enough to download 100 videos in a second. And by 2020, we'll have increased EE's 4G coverage to 95% of the country.

- **A commitment that we'll never stand still**
  We're investing £10 billion in new technologies in the five years. They'll help us to develop the services and tools that will see you thrive in the future.

- **Solutions perfectly tailored to your organisation**
  Delivering regional public services is tricky work. That's why we've got a wide range of tools, technology and ideas to work with, so we can offer you the right solution, whatever your needs.

- **You'll be working with experts**
  We have the people, the partners and the know-how to offer you the best advice, service and support. Our work with smart city programmes across the UK means we're well versed in working with others, too.

- **We're a trusted partner in the public sector**
  The MoD, Police and other critical services trust us to keep them connected. And our presence on national and local government procurement frameworks means it's quick and easy to start work with us.

More information

To find out more, please contact your BT Account Manager.
www.business.bt.com/public-sector