

## INTEGRATED HOUSING MANAGEMENT SYSTEM (IHMS)

### Business Case Presentation

### To Hackney Homes Board

Board is being asked to note an item proceeding through Council procurement process at Review Point 2 (Business case and Options Appraisal)

### IHMS Business Case - Capital Budget £2.5M

- There is pressure from the Council and Hackney Homes to replace Saffron as it will shortly be unsupported by the supplier, Comino.
- Saffron was first implemented in Hackney in 1998, the original contract was for 5 years, and has been extended twice.
- Saffron uses old technology, has limited functionality, particularly in areas of performance reporting and e-government.
- The number of modifications Comino has made to Saffron means we cannot take the Integrated Housing upgrades of most modules required to sustain a 2\* capability.

## IHMS PROJECT BENEFITS TO HACKNEY HOMES

- Deliver 2\* services capable of serving future business models to achieve 3\*;
- Practical and cost effective Value for Money Business intelligence to reduce extensive manual analysis and provide strategic information for rapid decisions;
- Use leading edge technology to strengthen the focus on communicating with customers in their chosen way/receiving the information they need quickly & efficiently resulting in more satisfied customers;
- Use common defined & delivered processes, structures and technologies for efficient business operations to enable growth for Hackney Homes to progress to a fully functioning ALMO.



## Hackney Homes Audit & Finance Recommendations

### **All the recommendations from the 2nd May 2006 A&F Report have been completed:**

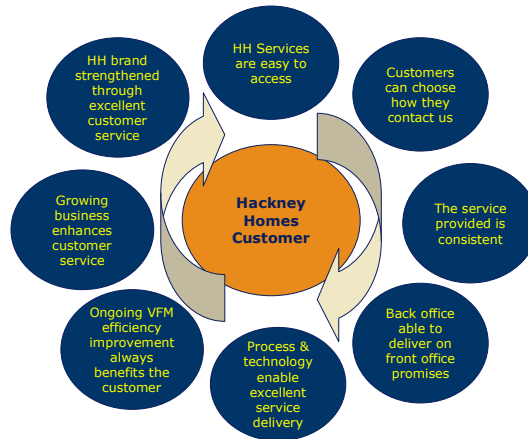
- Appoint a project manager to conduct an options appraisal for the replacement of the Saffron system.
- Agree the options appraisal should consider the implementation, or procurement and implementation of, other related systems such as Document Management and Workflow and Contact Management.
- Agree to report back to Committee on a recommendation no later than October 2006.

### **The below recommendations from 5th June 2006 A&F Report have been completed:**

- HH have established and agreed its high level Business Requirements through facilitation of workshops and focus groups with Hackney Homes and Hackney Council Business representatives.
- A fully developed Business Case and Project Initiation Document containing project strategy, scope, objectives, options appraisal, procurement method, project plan and resource structure has been signed off by the IHMS Scoping Board and a Project Board has been set up.
- The IHMS project will be using the Competitive Dialogue procurement process.
- Agree to a two year development and implementation duration and to roll out IHMS December 2009.



## How IHMS can improve our Customer Service



## Recommendations for IHMS Next Steps

- Hackney Homes Board and Council Cabinet agree to sign off the options appraisal to enable the project to progress to full implementation by December 2009.
- Preparations should commence for Official Journal European Union (OJEU) and Publication of an EU notice advertising the Council's intention to procure a new fully integrated housing system.
- Procure IHMS using the Competitive Dialogue procurement process.
- Agree to refine Business Requirements in April 2007 for Competitive Tendering.
- Select Supplier and off the shelf solution for IHMS project.

## Business Procurement Options Appraisal Recommendations

Hackney Homes staff think they provide a good service to their Residents but they have to do some things manually, which means that sometimes it takes them longer to provide good service. The Business has recommended the following Procurement Options:

■ **Option 1**

New fully integrated Comprehensive Housing system including CRM, Workflow, Document Management and Reporting capabilities and all required for Housing modules.

■ **Option 2**

New fully integrated Housing Management system including Workflow, Documentation Management and Reporting capabilities but instead of using the CRM awarded by the IHMS supplier, this option will need to integrate into the Council who will provide the CRM Microsoft solution.

■ **Option 3**

Replace Saffron with an integrated housing management system and integrate with a CRM solution but does not provide workflow or documentation solutions.

■ **Option 4**

New fully integrated Housing Management system including Workflow, CRM and Reporting capabilities but instead of using the IHMS awarded supplier Document Management solution, this option will need to integrate into the Council who will provide the Document Management Hummingbird Enterprise solution.



## Board Questions

