The Future of Community IT

CGI in Housing Associations

CGI

Challenges

1 Regulatory and market pressures relating to health and safety, environment, The Hackitt Review, The Human Habitation act and the Government's new construction playbook

2 Increasing expectations from tenants and customers looking for an improved experience and digital on demand services

**3** Supply chain strain and staff shortages continue to increase, driven by Covid-19 pressures

4 Focus on maximising surplus investment hampered by increasing cost base, increasing rental arrears, default payments and inefficient operations in individual cases

5 Historical underinvestment in technologies coupled with new pressures around the need for effective data management

What we offer
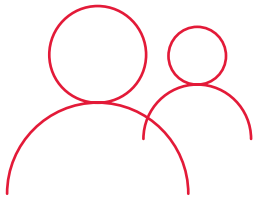
Tenant experience solutions

Enhance and reimagine experience for tenants

- Solutions designed to improve tenant experience through:
  - Tenant safety
  - Optimised field operations
  - Real-time tenant feedback and sentiment monitoring
  - Improved collaboration

Asset management services

Improve health and wellbeing of tenants, replace 'find and fix' with 'predict and prevent' maintenance

- Internet of Things, smart sensors, data harvesting and intelligence
- Asset management in real time

Managed IT services

Next generation IT services which can deliver savings against ICT budget that can be reinvested in priority areas, such as cladding replacement, zero carbon footprint and community improvement

- Agile application development and maintenance
- Digital employee
- Infrastructure services
- Cyber Security services
- Artificial intelligence

Revenue assurance services for housing associations

Help housing associations and tenants manage finances

- Predict and prevent rent arrears
- Help tenants manage their cash flow
- Collections and payments as a service allows housing associations to focus on core activities
- Intelligent request to pay offers tenants an alternative to direct debit and helps assure payment for the housing association

Benefits

1. Material reduction in operating costs enabling housing associations to reinvest in transformation programmes

2. Innovation to help drive digitisation and business transformation

3. Improved service in areas such as performance and availability

4. A range of innovative software solutions to enhance tenant experience

5. Flexibility to take on new services and support acquisitive strategies

6. Allows organisations to focus on their core business

7. Demonstrable improvements in tenant satisfaction and reputation

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 76,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

Get in touch

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