



GCI CV

HOUSING SECTOR

The UK housing market crisis has left millions of Britons unable to buy a home, instead being stuck in a relentless private or social housing rental cycle. In an age dominated by digital, tenants continue to become more discerning customers; demanding increasingly sophisticated and personalised communication channels to engage with their providers, with an impetus on anywhere access to billing and maintenance information available at the press of a button.

As these customer demands grow so do the opportunities to disappoint, presenting a key challenge for housing providers in adapting to take on this challenge. With household names such as Dimensions, Sanctuary Housing and Sovereign Housing amongst our customer base, at GCI we understand the IT challenges faced by the Housing sector and how to solve them.

Sector Challenges

Outlined below are just a few of the needs and difficulties our customers in the Housing sector tell us they face:

- **Customer experience:** Delivering services via a wider range of channels to ultimately enable enhanced customer services and cater to all generational preferences.
- **Collaboration:** Mergers and Acquisitions can lead to very little or no collaboration or integration amongst teams and departments, often due to a proliferation of disparate systems. Housing Associations need to achieve a single, coherent set of management information, enabling the continual evaluation of service provision via a single interface.
- **Omni-channel:** The need to offer sophisticated and personalised communication channels to engage with providers, but also to track and manage repair histories, rental balances and interactions with customers.

- **Attracting talent:** The ability to cope with the changing nature of the modern workforce and ensuring that working in the Housing Sector is an attractive proposition for Generation X, Y and Millennial talent alike.
- **Poor communications:** Struggling with numerous silos of information and reports, preventing Housing Associations from gaining visibility of the customer experience and delivering a fast resolution to issues.
- **Modern working:** Keeping pace with changing working practices and mobility to keep staff happy and productive, and enabling them to work efficiently from anywhere.



Just some of the solutions GCI provide to the Housing Sector

Skype for Business & Enghouse Interactive Contact Centre:

In the Housing Sector offering a point of contact via all channels and delivering a seamless customer experience is key. Skype for Business Contact Centre is a service delivered by GCI in conjunction with Enghouse Interactive, designed to improve and streamline the contact centre experience for both staff and customers. The Contact Centre enables you to unlock your CRM investment, utilise

Business Intelligence (BI), maximise efficiencies and utilise recording for quality management and compliance.

Security Tools:

In the Housing Sector where personal, sensitive and financial data is handled hourly, security is paramount. GCI can secure your network with fully-managed firewalls, as well as tools to monitor and manage the devices and people that connect to your network.



Cloud and Hybrid Services (Cloud):

Our Cloud services range from Private Cloud, dedicated Server Hosting, Hosted Desktop and Public Cloud via Microsoft Azure. All of this is underpinned by effective disaster recovery and the flexibility to scale up or down depending on your requirements.

Microsoft Enterprise Mobility + Security (EMS):

EMS is a sophisticated suite of programmes that provides an identity-driven security solution. GCI can deploy and manage EMS to assist Housing Associations with the General Data Protection Regulation (GDPR) and ISO compliance, carefully consulting with you to ascertain your needs and delivering a comprehensive package of fully-managed services.

IT Support services:

GCI's IT Support services provide complete flexibility, with a range of services from a "pay-as-you-use" model to a fully-managed provision. Whether you just want help with essential tasks such as patching to total management of your infrastructure, we can assist you round-the-clock.

SMS technology:

GCI has its own SMS platform and provides various SMS gateway solutions, including the ability to "hook" into a Housing Association's CRM via an open API, enabling two-way SMS communication. This is ideal for consistent communications to and from tenants/landlords and customer service information, such as repair histories and rental balances.

Case Studies

Click below to see how we've helped to digitally transform one of the country's largest Not-for-Profit Housing organisations:



Just some of our other Housing Association clients:

New Charter Housing | Vivid Housing | Hyde Housing Association | Origin Housing | Sanctuary Housing | GreenSquare Group | Sovereign Housing

About us

GCI are a leading Converged ICT Service Provider. For two decades we've been passionate about delivering business transformations through technology to deliver positive business outcomes for our customers. We help thousands of Public and Private sector customers globally transform from traditional technology environments to digital BAU. With five integrated technology pillars, our business is underpinned by a dedication to service excellence and to providing the very best, innovative technologies to our customers.

For more information regarding our services, please contact us at:

☎ 01332 483 933 | ✉ enquiries@gcicom.net | 🌐 www.gcicom.net

