

## HEAT LANrev helps UK housing provider revolutionise mobile working



### COMPANY

**Name:** Isos Housing Ltd

**Location:** Gosforth, Newcastle Upon Tyne

### SOLUTION

HEAT LANrev

### PROFILE

Isos Housing Group is one of the fastest growing housing providers in the North East. As a charitable, not-for-profit housing association group, the company re-invests any surplus it generates into building more homes and improving services. The company acts as a landlord to a range of accessible and affordable property types, especially in social housing, such as homes for disabled and elderly people. The group generated turnover of £65.2m in 2014/15, employing a staff of over 500, and has won national awards for the quality of its services. Isos Housing Group is growing, and now provides nearly 17,000 homes regionwide including 4,300 owned and managed by Cestria Community Housing based in Chester le Street. Isos is committed to providing high levels of customer service, and being an active, engaged member of the communities where it operates.

<http://www.isoshousing.co.uk>

### BACKGROUND

As part of the Isos Housing long-term development strategy - 2020 Vision it plans to increase its housing stock from 12,000 to 20,000 and double its revenue to £100 million. A key part of 2020 Vision is improving information and communication technology systems, in particular the support of mobility with staff working within the community. Isos Housing has launched the Mobile Enablement of Workforce (MEOW) to improve staff mobility. The first phase focuses on replacing existing mobile phones with 300 mobile devices (20 iPads and 280 iPhones).



“The Isos Housing 2020 Vision is transforming the organisation and the way it manages and delivers services to its tenant customers. A key part of that vision is our Mobile Enablement of Workforce programme, which is set to revolutionise the way we work in the community. HEAT LANrev has been the catalyst for workforce mobilisation and I doubt we could achieve our objectives without it.”

Robin Greener, ICT CSI Co-ordinator

### THE CHALLENGE

For the MEOW programme to work, Isos Housing needed an effective way to support staff working out in the community. As well as managing the fleet of mobile devices, Isos Housing had to launch a range of new systems that staff needed to access the network remotely. For example, the repairs and maintenance division needs a job management app for trade staff to record job operations. The

new CRM system will allow housing officers to manage their customer appointments remotely. And iPads will provide access to more complex mobile functions, such as a Microsoft SharePoint application, where the Safer Neighbourhoods team can host case notes and photos for property asset management. As well as improved efficiency and proximity to customers, better mobility is important because of the large geographical area that staff must cover.

## THE SOLUTION

After looking at three solutions, Isos Housing selected HEAT LANrev. "HEAT LANrev was the most cost effective solution, and by far the best and most flexible product for our needs. After implementing the software, we started to realise just how much it had to offer, what we could do with it, and the detailed information it could provide," said Greener.

HEAT LANrev provides a wealth of information on individual devices and users as well as the deployment of apps. One of the more unusual functions for HEAT LANrev is the support of a 'reverse' Bring-Your-Own-Device policy. For £10 a month, staff can use work devices for personal use. As with a normal mobile contract (but with much better value) staff can receive text, call and storage allowances as well as download their own apps. Along with better security management, the programme has encouraged staff to take better care of their devices.

With Safer Neighbourhood teams often handling sensitive and personal information, HEAT LANrev is used to manage security policies, such as a 5-digit pin and device wipe after five unsuccessful unlock attempts. Greener says, "We're extremely pleased with HEAT LANrev; it makes managing 300 devices straightforward and the service from HEAT Software has been first class."

## THE RESULTS

### WORKFORCE MOBILISATION

The workforce mobilisation policy was easily implemented to support employees working in the community.

### IMPROVED CUSTOMER SERVICE

Staff can work closer to customers with better access to the information they need, allowing them to provide a better customer experience.

### EFFECTIVE ASSET MANAGEMENT

A fleet of high-value mobile devices can be managed and controlled quickly, easily and more efficiently – providing a wealth of detailed and real-time information.

## HEAT Software USA Inc.

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