

Blueprint
for Housing



blueprint 

making Data work for you

In brief

Blueprint helps organisations tap into the power that's hidden in data. We create information systems that allow our clients to visualise and control the processes that directly affect their success. We understand the issues facing our clients and offer insight into the needs of people in their businesses.

We're partners of leading software companies, including Business Objects and IBM. We work closely with our clients' IT teams and their internal customers, building bridges between the people who implement and support information systems and those who use them. Blueprint specialises in the creation of business intelligence, performance management, financial planning and budgeting systems. We provide strategic and technical consultancy, project implementation and systems support. We also provide accredited training services that serve thousands of people every year.



Blueprint:
offering insight into the needs of local
service teams

Our services

In business, as in life, what we want is not always what we need. If we're prepared to question our preconceptions and habitual ways of working, we open the way to change and innovation. So at Blueprint we listen carefully to our clients, but we also challenge them. We closely scrutinise the relationship between our clients' objectives and the business processes they employ. We look at the details and the 'big picture'; we ask ourselves what's not there, as well as what is; we test the logic of established processes; we reveal the power that's hidden in data. Our desire to look beyond the obvious is what makes Blueprint's approach to the creation of information systems different from everybody else's.

Information systems that really work are led by business needs: they're business life-support systems, not repositories of dead data. They make it possible for those who develop and manage the housing stock to visualise and control its heartbeat: the processes that directly affect the success of the RSL, ALMO or housing services. We want the resulting information to demand attention, providing your people with insight and prompting them to take action.

Blueprint designs to meet specific needs: we are rarely asked to build applications in a standardised way, straight 'out of the box'. We select, modify and customise, using standard elements to create bespoke, tuned systems.

Blueprint:

seeing beyond simplistic measures of performance

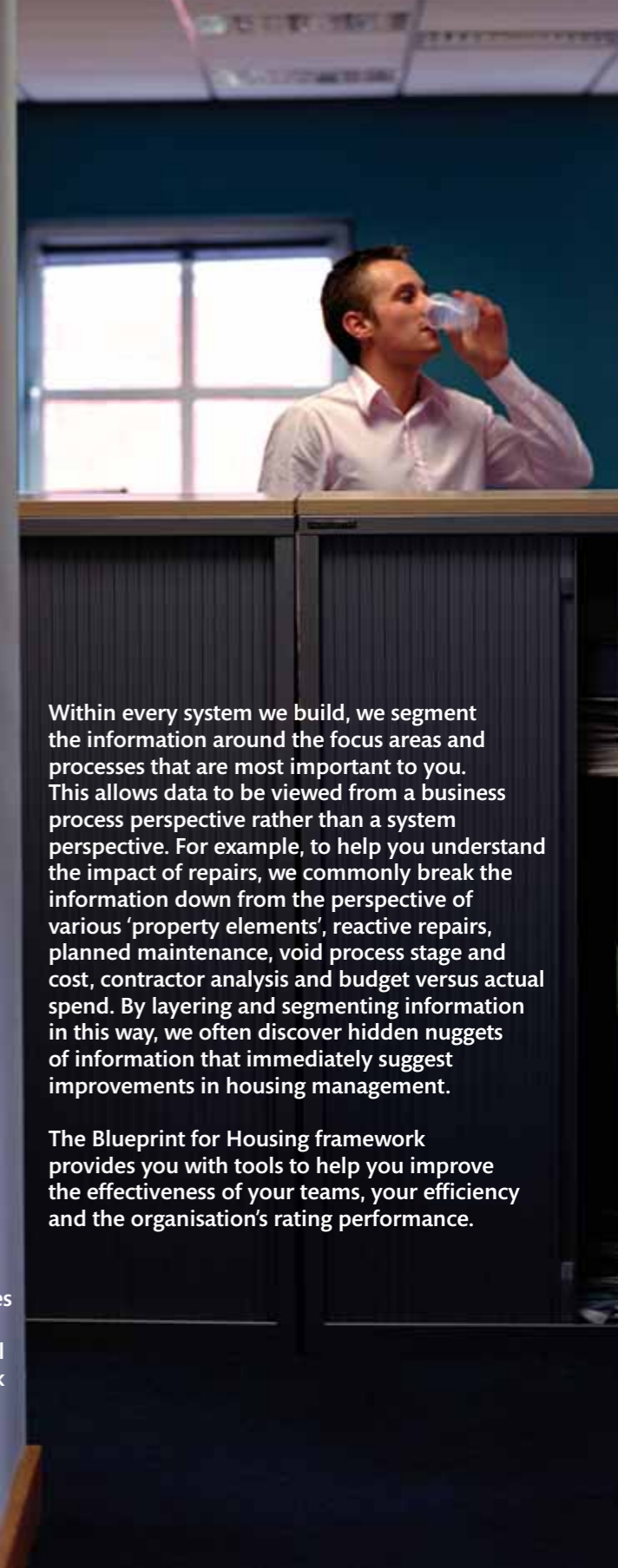
Understanding performance

In the current performance-oriented culture, we can help you see beyond simplistic measures of performance. For example, you undoubtedly report on your arrears balances and rental income recovery already, but you may be able to gain additional insights by breaking down and reviewing the changes in arrears alongside the payment cycle for individual tenants' housing benefits. Similarly, crude measures of arrears balances can mask underlying payment variations. Could your monthly direct-debit payers actually be getting further into debt each month?

Our information systems are designed to make use of your existing systems, like iWorld, Orchard and Oracle Financials, perhaps combining their information with data from CRM, ASB and benefit systems like Clarify, Academy or Pericles. This makes it easier to create valuable insights into your arrears and repairs processes. Enhanced information enables you to lead, showing housing officers, income officers and maintenance teams how even small changes – such as monitoring variations to work orders by repair type to understand where repairs diagnosis could be improved – can have a big impact on the organisation's efficiency.

Within every system we build, we segment the information around the focus areas and processes that are most important to you. This allows data to be viewed from a business process perspective rather than a system perspective. For example, to help you understand the impact of repairs, we commonly break the information down from the perspective of various 'property elements', reactive repairs, planned maintenance, void process stage and cost, contractor analysis and budget versus actual spend. By layering and segmenting information in this way, we often discover hidden nuggets of information that immediately suggest improvements in housing management.

The Blueprint for Housing framework provides you with tools to help you improve the effectiveness of your teams, your efficiency and the organisation's rating performance.



Understanding Rent and Arrears

We can help you to monitor and fine-tune the effectiveness of your current policies and procedures for collecting rent, advising on the behavioural issues that inhibit change. Thus enabling you to spot arrears before they become large enough to notice.

Understanding Properties and Repairs

We can provide you with a repairs dashboard that shows repair responsiveness, work orders that are over the estimated costs and customer satisfaction measures together on one screen – putting you in control of all the key variables.

Understanding Customers

Many housing organisations know who their heads of household are - but little else. By giving you the ability to easily analyse demand demographics, we can help you develop the understanding you need to create sustainable communities.

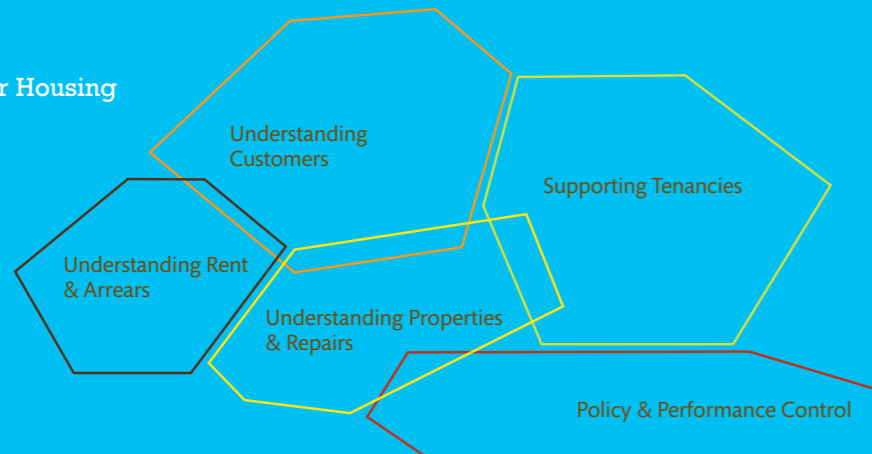
Supporting Tenancies

We can help you understand the make-up of your neighbourhoods, how residents feel about your services versus your performance against agreed SLA's, and the trends in types of complaint and ASB cases that arise from different areas.

Policy & Performance Control

By looking at the underlying data and the way individuals within your organisation interact with your systems, Blueprint can help you identify - based on your chosen key measures - which policies work, which don't, and which are not sufficiently embedded into your culture to make a difference.

The Blueprint for Housing framework



Our approach

We're specialists

Blueprint specialises in finding out what makes businesses tick. The only way we can make a real difference for our clients is by looking closely at their objectives and business processes. This takes us to the heart of organisations. Our specialist knowledge of social housing providers benefits every organisation we work with.

We get to grips with the business issues

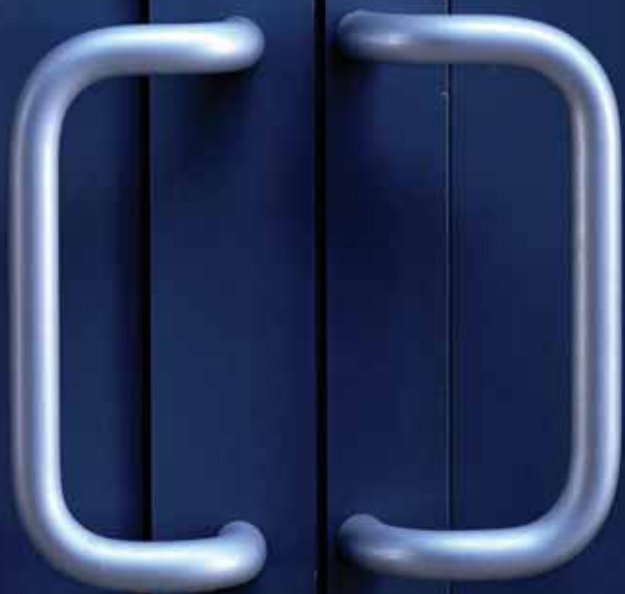
Our clients expect the systems we build to get measurable results. This means we need to understand what they want to achieve and what processes they employ. Our business, consulting and accounting skills enable us to work with management teams on these issues, as well as with IT professionals. We translate organisations' needs into the language of information technology.

We nurture talent

We have high expectations of our own people and give them our support in return. We don't use contractors. We recruit talented, enthusiastic people who want to learn. We help them develop their skills through mentoring and by assigning them to projects that will interest and motivate them.

We help people to work smarter

We help people at 'the sharp end' - the end-users of our systems - to be more successful. When we design systems, we take housing officers', policy specialists', repairs managers' and finance officers skills and preferences into account. We also take care to learn about what they do, looking for opportunities to help them work more effectively.



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