

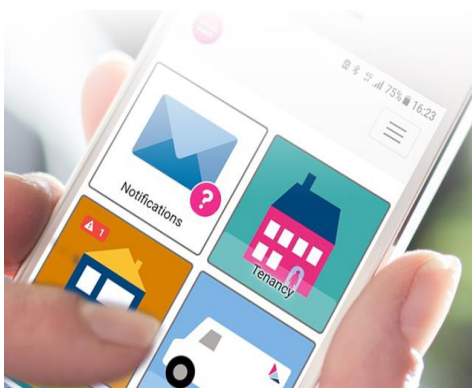
HOUSING INSIGHT NEWSLETTER

October 2018

RECENT SUCCESS

Development News: Win10 & our new and improved Visual Forms Designer are now live and being used by customers.

Wellingborough Homes Go Live with PanConnect Customer Self-Service Portal: Delivered on time and on budget, August saw the launch of Wellingborough Homes Portal and app to its tenants. Wellingborough are now a fully integrated PanConnect site with Mobile, Self-Service and Supported Housing.



PanConnect Customer Self-Service

COMPANY NEWS

In January this year we committed to increasing our team. We have welcomed 4 new members to the team and we are currently recruiting 2 more. The new members have been assigned to our development and projects team and we are currently recruiting to aid in our support team. Our commitment for resources has been focused on core development and project staff.

Company Updates...With the delivery of Win10 and VFD our team are focused on delivering other areas to our current customers. This year they will include Mobile EDM and a Full Repairs Wizard in the customer solution. New functionality in the customer solution to assist with welfare reform and changes in tenancy agreements. Additional integration with payment gateways such as allpay will also be a focus for those customers without their own allpay gateway. Win10 will also open opportunities to users with the introduction of CRM integration.

IN OTHER NEWS

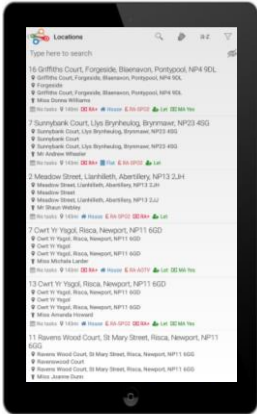
Special Thanks...We would like to wish Adrian Jones (Cadwyn) a fond farewell as he embarks on a new journey. I am sure our paths will cross again in the future. Thank you for your support and dedication towards PanConnect.

A huge thank you to Livin Housing who have put our portal forward for an award! Fingers crossed

Welcome... Welcome to Family Housing Wales who have joined our customer base and are implementing our Self-Service Portal. This project will be Live in time for Christmas and give Family's customers true 24/7 access to all their information.

“We have received 100% satisfaction ratings from our customers relating to our portal and app”





WHATS NEW

RentsConnect is a module to fit alongside mobile working. Extracting data from the housing management system and external agencies such as Experian, and exporting it to our datawarehouse and using data analysis (intelligent forecasting is used to build profiles on which customers are most at risk) it delivers this information live to the users in the field. Using the powerful workflow engine digital forms can be updated and written back to desired locations in the back office, meaning customers receive advice and help before a problem arises. Analytical data and behavior analytics are delivered to a reporting database where reporting tools can be used to generate custom reports to aid an organisation in improving the debt profile of the company.



This year will also see the introduction of our **Compliance Module**, to focus on the key six areas Fire Risk Assessment, Gas Servicing, Electric Certificates, Asbestos and Legionella Assessments and LOLER (Lifting Operations and Lifting Equipment Regulations 1998).

For more information on either module contact Katrina.heyworth@housing-insight.co.uk

UP & COMING EVENTS

November

SFHA Crieff Hydro Scotland 13th & 14th November

BEHIND THE SCENES...MEET SOME OF THE TEAM



Ben – Project Team

Hi I'm Ben, I have been with my partner for 20 years and we have been married for 10. We have two beautiful children, aged 9 and 4, and a black cockapoo named Pixie. My twin brother and I have played semi-professional football for the town where we live since we were teenagers. I have scored 13 goals in the FA cup. I now play for a veteran's team, as my joints cannot take it anymore; I am still a top goal scorer! I really enjoy going to the cinema, going out to eat and always beating my friends at card games! We have family in Australia and New Zealand, which we are hoping to visit with next year. Christmas is my favourite time and I am known to watch Christmas films anytime of the year

Hobbies & Interests: Football and drinking (not necessary in that order lol)

Favourite Food: Tagliatelle with pesto, pine nuts and bacon and chocolate (not together)

Favourite Music: Katherine Jenkins and Epic Movie Soundtracks

Contact Us

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