TOSHIBA
Leading Innovation >>>

Industry-specific Solutions: Housing

> Dedicated consultants that specialise in the Housing Sector who understand pressures faced by organisations of all sizes

> Experienced provider to Housing Associations with 1000s of devices being used UK-wide

> Innovative solutions that improve document and information management

TOGETHER INFORMATION

HOUSING SECTOR SNAPSHOT

5,000 HOUSES NEED TO BE BUILT EVERY YEAR FOR THE NEXT 25 YEARS TO KEEP UP WITH DEMAND.

Combined with reduced rental incomes from the government's new direct payment schemes (8%) and an increase in payment arrears housing providers are facing a potent mix of diminishing rental income and reduced government grants - forcing housing providers to review their traditional service offering and think commercially, whilst still continuing to act socially.

OVER 40% OF HOUSING PROVIDER'S I.T. BUDGETS ARE SPENT ON 'BUSINESS AS USUAL' ACTIVITIES.

With a backdrop of consolidation many housing providers have joined forces. With numerous disparate systems and applications being used, information 'silos' are occuring. This brings significant challenges for staff, making it harder for collaboration and restricts the ability of staff to efficiently handle tenant enquiries. Alongside this, housing providers now need to provide evidence of value for money on any I.T. investments in-line with The Homes and Communities Agency's VfM standard.

HOUSING PROVIDERS ARE SEEING AN INCREASE IN BYOD & FLEXIBLE WORKING.

There has been an increase in the trend of flexible working practices. Regardless of sector, the way in which staff work and location has changed dramatically in the past 10 years. Employees now expect the same ease of access to systems and applications as if they were office based. Combined with an increase in BYOD (Bring Your Own Device) and an increasingly geographically diverse workforce, housing providers need to identify new solutions which can capitalise on these trends.

SMARTPHONES PROVIDE INCREASINGLY VARIABLE FORMS OF CONTACT FOR TENANTS.

Responding to the increasing number of communications platforms through smartphones, housing providers need to accommodate and manage incoming data in a smart and cohesive way. The drive for a single coherent platform is becoming a neccessity for housing providers. Also, the Public Services Social Value Act 2012 requires Housing Associations to consider how the services they provide might improve the economic, social and environmental well-being of the area.

INDUSTRY-SPECIFIC SOLUTIONS

Toshiba has consistently pushed the boundaries of what's possible – facilitating new ways of working and helping to make businesses around the world more efficient and competitive.

As a result, we are the world's most trusted provider of industry-targeted solutions that help increase the value of ideas and information. Toshiba help organisations enhance their operational and financial performance and improve the customer experience by transforming the way they capture, process, manage, display and share information.

Our dedicated specialists understand the pressures faced by the housing sector, and their knowledge of housing specific process (i.e. sign-up, benefit queries, document sharing between management systems, etc.) enables them to take our solutions into advanced process automation which turns fragmented, silo driven workflow processes into cohesive, centrally managed strategies to simplify working methods and optimise time.

Results with technology

With Toshiba's expertise in implementing technology within small to large Housing Associations, you can be assured of devices, features and services optimised for your requirements, and built around insight – instead of a blanket implementation that adds only superficial value. Whether you're looking for cloud connectivity to unite disparate systems or mobile individuals, or a more traditional system to fulfil your print and copy requirements, Toshiba can respond to your brief with a bespoke solution that meets your needs and generates measurable results.

Security assured

Any device connected to the cloud needs the support of tried and tested security features – and for an organisation holding and responsible for a lot of sensitive data, there can be no weak links in your IT infrastructure. With Toshiba's print solutions, you are assured of data protection through SSL encryption and secure https domains – putting extra layers of security between critical tenancy information and the wrong hands.

Environmentally efficient

If environmental consideration ranks highly in your organisation, or if you're just making your first steps towards more ecologically-minded business decisions, Toshiba's broad eco-credentials can help enhance your position as a green-orientated Housing Association. Our Carbon Zero programme offsets the CO_2 created in the manufacture of all Toshiba products, through projects in communities around the world. With Toshiba, you can ensure full visibility of your environmental impact, and employ effective ways to reduce it with monthly energy and resource reports, helping you to drive your business towards a greener philosophy.

Digital engagement

Toshiba is leading innovation in Housing Associations with the introduction of a multiple award-winning Digital Signage platform. This cloud-based solution is a low cost, digitally advanced product which generates and distributes internal communication to all regional or nationwide properties online or offline. Share marketing campaigns, business news, health and safety notices and more. What's more, it's all managed by the Housing Association through a business-customised online web interface with no hardware installations or servicing necessary.

An end-to-end service

Every Toshiba device gets a full end-to-end service – whether it's purchased or leased. A 98% minimum uptime guarantee assures ongoing reliability, and is supported by a number of contingencies in the unlikely event of an issue. With field-based engineers all over the country, this puts our average response time at only four hours. When the engineer arrives on-site, there is a 95% first rate fix time, mitigating the risk of impact on your business operations. Toshiba helps maintain an optimised infrastructure in any Housing environment.

YOUR SOLUTION TO BUSINESS CHALLENGES

Toshiba focus on solving business challenges through the application of solutions designed to solve business problems.

Our goal is to work with our clients to create lasting strategy that tackles these challenges, simplifies working methods, takes time out of processes, empowers key workers and delivers money back into front line activities.

Our portfolio contains an array of solutions and services that help us to do this and enable our clients to bring all workflows into one, centrally managed, enterprise level approach and deliver maximum opportunity for burden removal from customer resources.

Your Toshiba solution will meet your current demands and long-term objectives. And once the service is part of your infrastructure, Toshiba continues to offer support, with advice on how to streamline operations, respond to shifting requirements and help build your infrastructure as you grow.

Reference:

Anchor Trust, the UK's largest not-for-profit Housing Association, with a prominent focus on care homes, has worked with Toshiba for over two years.

With our support, Anchor operates a full-service plan with over 1,000 devices, and utilises Toshiba's PaperCut print management software to identify cost saving opportunities and achieve transparency of the hardware usage across their 950 sites.

For more information please contact us:

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