CIVICA

Housing Community Day 2017 - Agenda

Date: Tuesday 6 June 2017

Venue: The Mercure Grand Hotel, 73 Granby Street, Leicester, LE1 6FB

Time:	Agenda:
09.30 - 10.00	Registration and refreshments *Queens Hall*
10.00 – 10.30	Welcome and introduction **Jeff Hewitt, Executive Director of Housing and Asset Management** *Kings Hall*
10.30 - 11.00	Social heart, business head **Rebecca Wilkie, Housing Consultant, Landlord Information Network** *Kings Hall*
11.00 - 11.15	**Break -** *Queens Hall*
11.15 - 12.00	**WORKSHOPS**
A1	**New developments and future direction of Civica Cx** Overview of recent developments and future plans with a focus on user defined forms, tenant portal, contractor workforce and asset management **Mark Burgess, Development Director and Paul Berry, Product Manager** *Tudor Room*
A2	**Recent developments and future direction of Civica Abritas** A review of recent developments and a closer look at the product roadmap, including the integration of Cx **Kevin Millard, Product Manager** *Cromwell Room*
A3	**New developments and future direction of Civica Keystone** Overview of recent developments and future plans with a focus on Keystone MINI and iOS **Anthony Boud, Housing Programme Manager** *Charnwood Room*
A4	**Recent development of Civica Servitor** A closer look at how you manage your repairs subcontractors and third party material suppliers. Plus, find out how our improved subcontractor portal and E-Procurement / M-procurement modules can help **Floyd Adams, Product Manager** *Alexandra Room*
A5	**Recent development of Civica Universal Housing** A review of recent developments and a closer look at single person database, proactive tenancy management and data disposal & archiving **Nigel Thomson, Pre-sales Consultant** *Empress Room*

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12.00 - 13.15	**Lunch & Product Surgery -** *Queens Hall*
13.15 - 14.30	**WORKSHOPS**
B1	**Customer case studies: our integration journey into housing and asset management** Muir group will provide real-life examples of implementing Cx and how mobile working is improving tenant services, as well as integrating asset management **Ian Whitwell, Muir Group** CCG will explain their journey in expanding Keystone from a single user system to an organisation wide solution with a large user base which is now integral to the company **Mark Roberts and Mathew Gosset, Cartrefi Cymunedol Gwynedd** *Cromwell Room*
B2	**Cx Housing; response repairs overview** Full demonstration of the responsive repairs functionality including integration to Repair Diagnostic tool, Dynamic Scheduling tool and Contractor Access Portal **Kevin Romani-Brady, Implementation Consultant** *Tudor Room*
B3	**The fundamentals for successful project and service delivery** Discuss key areas that need to be managed to ensure successful project and service delivery when implementing Civica's Abritas housing needs solutions **Rose Cruse, Programme Manager and Colin Simmonds, Project Manager** *Alexandra Room*
B4	**Preparing for the homeless reduction bill** Discover how the Homelessness module is changing to accommodate the Homeless Reduction Bill. A chance to review the prototype and feedback into the design process **Liza Handley, Project Manager and Joe Feeney, Development Manager** *Kings Hall*
B5	**Introducing CivicaPay; making it easy for your tenants to make regular payments** With Universal Credit, it is more important than ever that tenants can easily make regular payments – find out how our integrated CivicaPay solution can help your association reduce the risk of arrears **Eva Ryan, Pre-sales consultant** *Charnwood Room*
B6	**IoT & pioneering independent living** From talking Fridges to delivering HRS via Video, listen to real life examples how IoT is truly personalising Care & Support in Social Housing **Hellen Bowey, Managing Director, Your Alcove** *Empress Room*
14.30 - 14.45	**Break -** *Queens Hall*

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14.45 - 16.00	WORKSHOPS
C1	**What's new in Civica Cx?** Discover how the latest Cx housing features such as, enhanced cases and tasks, forms engine, tenant portal and Private Sector Leasing can deliver improved flexibility and efficiency benefits to your organisation **Mark Burgess, Development Director and Paul Berry, Product Manager** *Tudor Room*
C2	**GDPR & beyond, enabling digital transformation through compliance** This session will look at the steps organisations need to take to prepare themselves for GDPR but also how to use the regulation as an enabler to better service delivery **Tim Franklin, Principle Consultant** *Empress Room*
C3	**Civica Keystone compliance dashboard – a working case study** An overview of the new reporting and compliance dashboard, designed to present your customised key performance indicators (KPIs) in real time to proactively alert you and your teams to compliance issues or overdue actions **Matt Francis, Implementation Consultancy Manager and Hannah Jones, Implementation Consultant** *Cromwell Room*
C4	**The Keystone boiler story** Follow the life of a boiler through this workshop showing integration across the Keystone module suite including KAM, KAR, KSI, KPM, KRM, KCA, KPM and FOU **Sarah Blackman, Business Solutions Architect** *Charnwood Room*
C5	**Allocations – is it right for you?** Discover how the allocations process can be configured to meet your organisation's needs. Does your existing configuration suit how you work? Is there a need to blend CBL allocations with other ways of allocating properties? **Simon Payne, Lead Project Manager and Grant Pyper, Project Manager** *Alexandra Room*
C6	**Getting the most from your Civica Abritas solution** A tips and tricks workshop to demonstrate effective ways for getting the most out of your housing needs system through simple configuration **Chris Tarrington, Support Manager** *Kings Hall*
16:00 – 18.00	**Drinks** - *Queens Hall*