

Collaboration delivers real benefits for walsall housing group

Question: What do you get when a proactive and forward thinking landlord, a leading housing management system provider, a respected housing consultant and a highly experienced web development company combine?

Answer: A fully integrated online CBL solution offering an attractive website for customers and a single point of administration for the landlord's colleagues.



Originally launched in December 2003 as a stand alone web based system www.chooseandmove.co.uk was relaunched in early 2007 as an integrated system using **MIS Active Management Systems** web components to communicate in real time with the ActiveH lettings module.

Properties are displayed through the website and applicants / colleagues can register personal and application details through the website directly into ActiveH.

Data for all applicants and their bidding activity is exported in real time into ActiveH, minimising data entry volumes and input errors, and removing the need for colleagues to learn more than one IT system.

The system provides:

- Complete integration with the rich functionality that the back office ActiveH system already provides
- Flexibility and ease of use of the web components which provide a window on the main system
- Bespoke elements to configure the work flow elements within ActiveH to accommodate specific requirements
- An ASP website that allows colleagues to update the main content pages via a bespoke content management system

FOCUS
on whg

Our aim at Emerald is to engage with users and deliver client benefits. We combine appropriate elements of the marketing toolkit to maximise the impact of a brand, and to deliver tangible business improvements. In short we help you shape your future through marketing, design, print and the web.

marketing

design

print

web





The benefits of the system for colleagues at whg are several fold:

- No need to learn / manage more than one system - meaning less training time
- No transfer of applicant data between systems, streamlining the creation of rent accounts for successful CBL applicants
- Past history of an applicant can be accessed and used where necessary within the allocation process
- Data can be shared among all departments in whg e.g. front office, with each having the same access to data, thereby providing a more complete and effective service to current and prospective tenants.

The project

The process of developing this integrated system involved four companies working together; whg, MIS Active Management Systems, LR Consultants, and Emerald. The experience of each party and their in depth knowledge of the RSL sector proved invaluable in ensuring the smooth flow of the project.

Jim Wearden, Head of IT at whg, commented:

"The friendliness and approachability of MIS Active Management Systems support and development staff in linking with Emerald, LR Consultants & whg, and the demonstrable skill and knowledge of each provider ensured the satisfactory delivery of this project. The approach of each party showed how highly they value relationships with whg and the other partners in the project, and demonstrated they could react quickly and suggest solutions, almost being an extension of whg, much more than mere suppliers."

whg manages a large number of properties (20,000+), employs several hundred people, all supported via a farm of 30 Citrix servers.

1 Universal Square, Devonshire Street, Manchester M12 6JH
Telephone: 0161 274 4007 Email: info@emerald-design.co.uk
Web: www.emerald-design.co.uk



Linda Ferjani
36 Tame Rise, Oldbury, West Midlands B68 0JU
T: 07801 669659 F: 0121 422 2818
E: linda@lr-consultants.co.uk
www.lr-consultants.co.uk



Tony Smith
MIS Active Management Systems Limited,
Charnwood House, Gadbrook Business Centre,
Rudheath, Northwich, Cheshire, CW9 7UG
T: 0845 330 2325
E: tony.smith@mis-ams.com
www.mis-ams.com

