



CASE STUDY

Performance
through technology

IT STRATEGY PROJECT MANAGEMENT



CUSTOMER PROFILE

Tower Hamlets Community Housing (THCH) is a Registered Social Landlord and a Registered Charity based in East London.

THCH was formed in March 2000 with Government funding for the transfer of housing stock owned by the London Borough of Tower Hamlets. THCH has continued to grow through three further local authority transfers and through building new homes.

The THCH vision is “to continue to be an excellent community-based Housing Association working with stakeholders to provide safe, high quality, affordable homes and value for money services, contributing to the social & economic regeneration of the local community”.

IT Strategy helps drive community vision for Tower Hamlets

“Waterstons’ open and honest approach was refreshing. The process they adopted helped us define a strategic approach to IT, directly aligned with our five year corporate plan.”

Harneck Chilemba, Financial Director, Tower Hamlets Community Housing

CHALLENGE

THCH has a corporate commitment to use Information Technology to deliver high quality and relevant services to their customers. In order for this to be effective THCH recognises the importance of an IT Strategy.

The organisation’s existing IT Strategy had been in place for 2 years and was due for a review. In addition to this, THCH had recently published its five year corporate plan. A new IT strategy was needed that would:

- Enable the business to achieve its strategic objectives as defined in the corporate plan.
- Define projects that drive performance improvements within the organisation through the adoption of relevant technologies.
- Identify ways to lower the total cost of ownership for the IT Infrastructure and IT service delivery.

Waterstons were selected because of their unique methodology and strong track record in the social housing sector.

SOLUTION

Waterstons worked closely with the Information Systems Steering Group (ISSG), a group of key business stakeholders responsible for IT, to define the new IT Strategy.

- Waterstons disseminated the corporate plan into the Strategy Map Framework and held a series of workshops with the ISSG team to identify the key IT strategic objectives.
- A complete audit of the existing business processes, IT infrastructure and systems architecture was conducted to gain a detailed understanding of how IT was currently

deployed across the organisation, and to identify any potential weaknesses.

- A three year IT Strategy Report was then developed, defining the strategic IT projects, priorities, business case and estimated budget.
- A list of recommended remedial actions was documented that would provide “quick win” solutions, including ways of utilising existing systems more effectively, and address any potential business risks that were identified in the audit.
- Waterstons communicated the strategy with the ISSG team for approval before the final presentation to the Executive team.

BENEFITS

The project has provided an IT Strategy, derived directly from THCH’s corporate plan that will be delivered over three years.

The following key projects were identified:

Virtualisation of Infrastructure

This will build agility into THCH’s infrastructure and reduce the total cost of ownership by reducing hardware costs and lowering on-going maintenance requirements.

Implementation of VoIP Telephony system

VoIP telephony will simplify the infrastructure and reduce the organisation’s call costs.

Implementation of Microsoft SharePoint

The communication and collaboration platform will help integrate disparate information in the business to the existing business systems whilst improving internal communications and front line customer service.