

Leading British Housing Association Generates Key Performance Indicators (KPI) with CorVu



The London & Quadrant (L&Q) Housing Trust is a self-funded organization that manages nearly 60,000 homes in Greater London and South East England, with plans to expand to 100,000+ units in the next few years. L&Q's core functions include running homes, building new homes and refurbishing old ones, providing accommodation for key workers such as nurses and hospital staff, helping people on lower incomes buy homes, and supporting community projects through Neighbourhood Investment teams.

To manage such a broad mission, it is critical for L&Q decision makers at all levels to have access to real-time data of its key performance indicators (KPI) so that data can be analysed and acted upon quickly. The organisation's technology team built its own Housing Management System (called Arena) to manage this work - and performance management and business intelligence solutions developed by CorVu® are a key component of this solution.

Situation

Grant Killick, Assistant Director of IS Development, explains, "We're self-funded, not a government agency, and so we really function like a business. However, because of how we are governed, we need to do government reports called KIs (key indicators) that also need to be shared with the executive board. Everyone was using Excel, but we had to come up with a better tool to do these monthly reports. CorVu has been such a great partner for us. They let L&Q employees access the information they need in a format that meets their needs."

Killick says that L&Q narrowed their search for an appropriate reporting solution down to two companies. "I had a chance to see CorVu in use because they were exhibiting at the IT in Housing exhibition in London, and I was impressed with what I saw. In December 2007 I invited both companies in. We really liked the ease of use and simplicity with which CorVu could produce reports. In addition, our executive gets a weekly alert, which CorVu creates at the touch of one button. We signed with CorVu a month later."

Implementation

Killick says that, "Originally we were using a housing association application that really didn't do what we wanted it to do, so five years ago we hired a developer to build a system that would meet our needs. It had to do everything from estate management to revenue tracking to arrears. We got it to a point where we were using reporting tools, which were created by two of our staff taking all of the data from Arena and putting it into Excel spreadsheets. Our executive finance director - who is now our CEO - wanted to streamline the process and create one easy interface that everyone could use. That's where CorVu has been such a great partner for us. They let L&Q employees access the information they need in a format, such as a table or a graph, which meets their needs."

Key benefits:

- Consolidation of mission-critical data
- Full compliance with regulatory requirements
- Better availability of KPIs online and in real time
- "One-button" reporting
- Data can be broken down by neighbourhood or borough
- Provides alerts and updates to senior management

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— Grant Killick, Assistant Director of IS Development, L&Q Group



Custom dashboards present consolidated PI data from any underlying system or database.



Interactive reports are fully drillable from summary to detail through a standard web browser.



Each user is automatically presented upon login with a dashboard of PI's that are relevant to their role or position within the organisation.

Benefits

CorVu has allowed L&Q staff to automate critical aspects of their work to keep the organization compliant with regulations and to ensure maximum effectiveness. For example, L&Q's neighbourhood directors receive an alert if an annual gas inspection needs to be conducted within the next two weeks, and "good indicators" are also sent to let managers know if an account's arrears are low. "Alerts can be automatic emails to flag potential problems, a 'traffic light' approach that indicates the proximity to targets or thresholds with red, yellow and green indicators, or high-level summaries sent to top executives each month."

Killick also notes that this allows the business development department to focus on more important work. "Rather than redeploying the business development people to other areas, we enable them to focus on helping L&Q provide better service. This is a real benefit for us because we can reduce administrative time."

Results

Richard Whomes, CorVu UK's managing director, said, "By integrating our platform, L&Q has been able to create reports for housing management, customer care, maintenance and lettings - all of which can be easily accessed by anyone within the organisation. CorVu lets users see current and historical data with the push of a button to provide true business intelligence. It truly is a reporting tool for the entire business."

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