

# Digital Innovation in the Housing Sector



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3<sup>rd</sup> October

Jury's Inn – Birmingham

Wifi: Jurys Inn Wifi

# Agenda

- 09:30 Welcome and Opening Remarks
- 09:45 An Intranet Journey, The importance of engaging with users  
*Caroline Hall, Sussex Housing and Care*
- 10:05 Your Digital Transformation Journey from the Ground Up  
*Chris Mounsey, Chief Product Officer (VerseOne Group)*
- 10:30 Digital Improvements in Housing : Rolling out a successful portal, during and post merger  
*Alex Petford, Peabody Group*
- 10:50 Coffee
- 11:00 Digital Play Doh – how customers can help shape websites  
*Elana Lloyd, Community Gateway*
- 11:20 Increasing Stakeholder Engagement through Live Support  
*Sue McLachlan, Severn Vale Housing*
- 11:40 Stakeholder Engagement: Using feedback to define user journeys and increase engagement  
*James Norris, Digital and Creative Director (VerseOne)*
- 12:00 Panel Discussion
- 12:30 Lunch

# Welcome and Opening Remarks

Kevin Alder, Head of the Housing Team



# Digital Transformation



# VerseOne: online solutions

Intranets

24

Websites

180  
PLUS

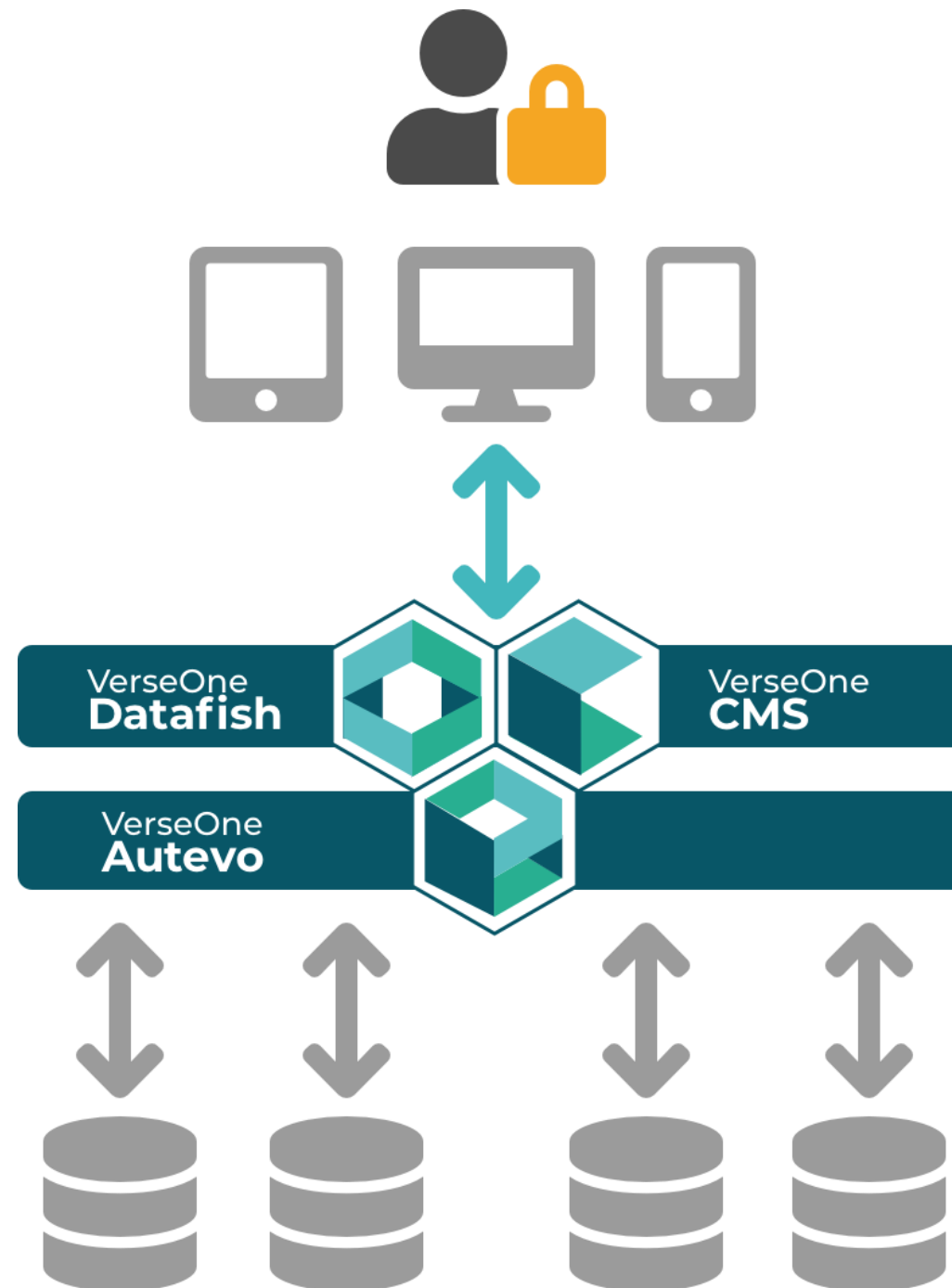
Portals

43

Integrated **Business Process Automator**, and **Vocoll Live Support and Team Fusion**



# VerseOne: single customer view



# VerseOne Group



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**Profitable and organic growth** since our founding in 2004

**Total commitment** to providing Digital solutions to the public sector; Social Housing, the NHS

Championing Web Accessibility

**Strong balance sheet:** Minimum risk under Dun & Bradstreet

UK-based, and **owned by management and staff**

**ISO:9001** accredited

**Investors in People**

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