

Cx transforms tenant services, supports mobile working and streamlines processes for Muir Group

With a single integrated solution to manage tenants and assets, Muir have streamlined data sources to improve workload and time management.

Creating a single data source

Muir Group Housing Association owns and manages more than 5,500 homes across 33 local authority areas in the UK. They provide a diverse range of housing solutions and services to its tenants, including repairs and maintenance. With more than 72,000 calls to the customer service team annually, Muir needed to deliver fast and efficient responses, as well as pre-empting enquiries to improve tenant services and increase tenant communications and engagement.

As part of their digital transformation programme, Muir streamlined internal processes and are aiming to deliver more services online. Front-line staff have more time available to focus on tenants, such as, carrying out more home visits. Having siloed systems and traditional use of spreadsheets were slowing down processes and causing data issues.

Muir decided it was time to act and invest in the latest technology to increase efficiency and improve tenant satisfaction. Muir chose Cx Housing and Keystone asset management software because of its integration capability and to move away from their current disparate systems. Cx now drives asset management data to deliver one version of the truth.

Outcomes

- ▶ Improves tenant services, communications and engagement
- ▶ Provides fast access to documents with simple EDM integration
- ▶ A single integrated solution to manage all customers and assets
- ▶ Mobilises 35 staff with up-to-date information to deliver responsive services in the community
- ▶ Drives digital transformation and the goal for a paperless environment
- ▶ Reduces manual administration tasks and reliance on spreadsheets to record data by 2 FTE.



A single solution



Delivers culture change through mobile working



Accelerates response times

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"Cx enabled us to streamline internal processes, giving us more time to focus on our tenants - including more home visits supported by the system's mobile capabilities.

By integrating Cx, Keystone and our EDM system, we now have one solution to meet all our customer and asset management requirements via a modern web-based approach. Our front-line teams can access information any location, on any device.

We're investigating integrating IoT/Smart Home technology with Cx, together with Microsoft Power BI reporting to enhance the tools available to our front-line teams. This will help us improve customer service, increase efficiency and reduce costs."

Ian Whitwell, Assistant Director of Business Transformation and Technology