

Case study

Digital Transformation Programme

ForViva Group

Jenny Chapman, Group Director of Innovation and Excellence at ForViva took part in HouseMark's Digital Transformation Programme in 2018. We spoke to her about her experience:

Why did ForViva decide to join the Digital Transformation Programme?

ForViva was at a point of change. I came in to my post in April 2018 and had begun to scope our Digital Transformation Programme and a governance structure to take concepts to test and upscale was in development. We knew that other organisations would have similar challenges and HouseMark's programme offered an opportunity to work closely with others in the sector. We wanted to understand where others were on their digital journey, how they were using innovation frameworks and what technologies others were considering. It also gave us the chance to get exposure to out-of-sector best practice.

What were the key things you took back to your organisation after the programme?

The network we gained from attending the programme is priceless, and we really valued this aspect.

The combination between HouseMark and BT meant the content was contextual with an opportunity for exposure and introduction to broader thinking, technology and techniques, which are easily transferable back to the day job.

We had 'tools for the tool-box' as well as the confidence and clarity in our approach.

What have you delivered differently after your time on the programme?

The programme not only changed our mindset about delivering digital transformation but has enabled us to go on to deliver large scale projects. For example, we are one of the first organisations to install full-fibre broadband in our high-rise properties and have also rolled out more advanced technology within our supported living properties.

We've been able to do this with confidence to try things out to inform our thinking.

We are now aligning our ICT and data as our strategy and adopting a 'data-first' approach, rather than have a digital strategy, and have created a new role of Lead for Data and Analytics.

What would be your advice to an organisation considering joining the programme?

You can get drawn into digital for digital's sake, rather than think about the business problem you actually need to solve.

It does sound like a cliché, but sometimes you do need to slow down to quicken the pace. The programme gave us the facilitated space to learn how to implement more sustainable change and reflect on what we need as a business.

Customer profile



Organisation:
ForViva Group

Type:
Housing Association

Stock banding:
20,000-25,000

About the Digital Transformation Programme

Bridging the gap between the ideals and implementation, this unique programme has been tailor-made for the housing sector.

Working in partnership with BT and other in and out of sector experts, this programme brings together sector leaders, new ideas, innovative technologies, practical advice, tools and techniques as well as excellent out-of-sector experiences, for you to take-away and use within your organisation.

Want to know more about how HouseMark can help you?
Get in touch at info@housemark.co.uk or visit www.housemark.co.uk



Delivered in partnership with BT