

# InclineIT Housing Plus Group

AWS Connect



## Key metrics

The initial go live was for HomesPlus and Customer Services, which rapidly improved customer service calls with staff working from home.



**10,000 MINUTES**

10,000 minutes of calls were taken per week following the launch.

## ABOUT HOUSING PLUS GROUP

Housing Plus Group are a Charitable Community Benefit Society providing homes and care services across Shropshire and Staffordshire. They are one of the largest providers of homes in the Midlands, managing 19,000 homes. Their 1000 employees make a positive difference to homes, lives and communities.

## WHAT HOUSING PLUS GROUP NEEDED?

Following extensive merger and acquisition activity, the Housing Plus Group IT systems had become an amalgamation of the components from each estate, rather than a coherent, fully integrated environment. Their telephony platform was the last remaining on premise capability, increasing risk, complexity, and cost. As a result, Housing Plus Group needed a platform that would future proof and provide opportunities to modernise ways of working and communicating with customers in order to enhance customer service.



**Modern Ways of Working**



**Fully Integrated Environment**



**Reduced Risk and Complexity**

## HOW INCLINE-IT HELPED

1

### Fast proof of concept creation

Within 2 days a proof of concept was provided to HPG Customer Services to support testing and training.

2

### Agile approach to refining requirements

The testing phase highlighted required process changes which were refined over the course of a few weeks in partnership.

3

### Secure by design

Incline-IT applied their best practice design to enable:

- User access via single sign-on and multi-factor authentication
- Secure profiles based on user types
- PCI compliance around call transcripts.

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## Review

Karen Bushell, Customer Service Manager at Housing Plus Group: "I have been involved in a couple of telephony changes with other companies and this was one of the smoothest I have experienced, especially considering the rapid turnaround."



### LIVE IN 2 MONTHS

Amazon Connect was designed, deployed and tested in 2 months.

## AMAZON CONNECT



Amazon Connect is a self-service, cloud-based contact-centre service that makes it easy for any business to deliver better customer service at lower cost. Housing Plus Group and Incline-IT worked in partnership to merge 3 Landlords into a single contact centre for HomesPlus.

## WHY HPG CHOSE INCLINE-IT



Housing Associations struggle to deliver exceptional customer service using traditional telephony platforms due to lack of digital channels. Traditional telephony platforms carry significant risk of failure, with outages taking longer to fix due to staff available and supply chain issues, causing distress and impacts to tenants if issues cannot be raised and actioned. Housing Plus Group trusted Incline-IT to help them improve this and this service will be greatly enhanced in 2022.

1

### HPG can depend on Incline-IT

Housing Plus Group has been an Incline-IT customer since October 2019. Through experience, they were confident that Incline-IT could deliver the services they required.

2

### Innovation at their fingertips

AWS Connect is part of the Incline-IT Housing as a Service approach. As such, Incline-IT are constantly innovating and sharing their approach with HPG. This reinforces our partnership approach with HPG, which we follow with other customers.

3

### Fast turnaround

This service was designed, deployed, tested and live in 2 months with sentiment analysis and automated transcripts.

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