



# Digital Technology Strategy

Your Home Matters

2023 - 2025

# Glossary

**Term:** Governance

**Definition:** Governance refers specifically to the set of rules, controls, policies, and resolutions put in place to direct corporate behaviour.

**Term:** IT Architecture

**Definition:** IT architecture is a series of principles, guidelines or rules used by an enterprise to direct the process of acquiring, building, modifying and interfacing IT resources throughout the enterprise.

**Term:** Infrastructure

**Definition:** IT infrastructure is the system of hardware, software, facilities and service components that support the delivery of business systems and IT-enabled processes.

**Term:** Azure

**Definition:** is Microsoft's public cloud computing platform.

**Term:** SaaS

**Definition:** is a way of delivering applications over the Internet—as a service.

**Term:** GDPR

**Definition:** The General Data Protection Regulation is a Regulation in EU law on data protection and privacy in the EU and the European Economic Area.

**Term:** PCI-DSS

**Definition:** The Payment Card Industry Data Security Standard is an information security standard used to handle credit cards from major card brands.

**Term:** Compute resources

**Definition:** Compute Resource is a service that provides virtual equipment.

**Term:** Microsoft 365

**Definition:** Microsoft 365 is a cloud-powered productivity platform.

**Term:** Microsoft SharePoint

**Definition:** Microsoft SharePoint is a document management and collaboration platform.

## Executive Summary

This digital technology strategy is intended to show how the companies within the Langstane Group will develop and build on the current technology base to provide for future requirements.

The strategy examines the governance, infrastructure and IT architecture of the Langstane Group and the relationships with other digital systems. It will also consider the future role of technology in the development of the Langstane Group with particular emphasis on operating efficiency and security of the systems and developing a digital interface with stakeholders to improve the services offered, to tenants and prospective tenants of the Langstane Group.

## Setting The Scene

Langstane Group currently has a fully hosted cloud environment, which consists of a number of hosted virtual servers located within the Microsoft azure ecosystem, this is hosted in the UK at a Microsoft datacentre, also several independent SaaS based applications which are hosted by several different cloud providers is in place, the combination of this IT architecture allows the group to have the flexibility to scale vertically or horizontally as deemed by the overarching business plan irrespective of geographic location.

Employees of the business can work irrespective of location without loss of service from the core business IT environment. This helps ensure the business continues to deliver outstanding service to our tenants wherever and whenever required whilst facilitating hybrid working now and into the future which allows both tenants and employees to reap the associated benefits of current technologies.

# Our Strategy Highlights

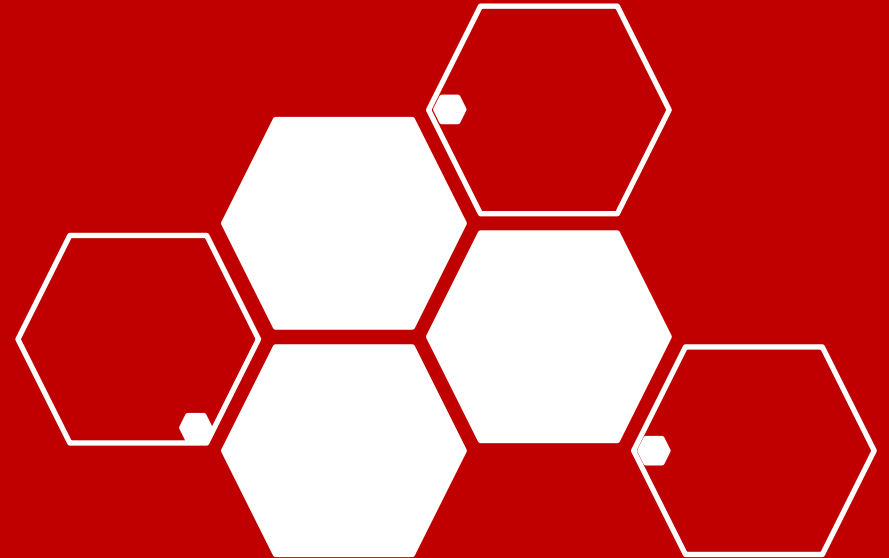
- > We have the right infrastructure in place to support the changes now and in the future
- > Are maximising the use of technology to benefit our tenants and employees
- > Modernise and adapt our ways of working
- > Continue to integrate our business applications to improve efficiencies
- > Continue to train and develop employees in the best use of technologies
- > Maximise use of resources, ensuring we are efficient and effective as possible and working smarter to achieve the right outcomes and results for our tenants
- > Further improving business continuity and security of our environment
- > Ensuring employees have the correct tools to do their jobs
- > Are information focused to help drive strategic decision making

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**Your Home Matters**

# Our Strategic Plan & Priorities

- > Our Strategic Ambitions
- > Our Foundations & Drivers
- > Areas of Strategic Focus
- > Our Priority Activity



# Our Strategic Ambitions

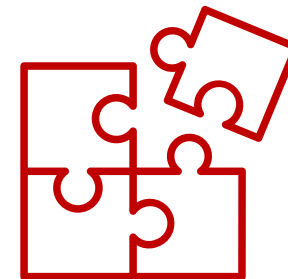


## Langstane Group Ambitions 2023-2025

- > Adopt a cloud only SaaS delivery model
- > Effective and modern systems
- > Digital services supporting self service options
- > Increased digital choice to tenants on how to access services
- > Increased levels of employee engagement
- > Improved business continuity and security
- > A Prominent level of data accuracy and ensure data is meaningful, relevant, and used to make key decisions
- > Mobile working to increase business availability and responsiveness
- > The use of systems is maximised whilst the cost is minimised

## Our Criteria for Solutions & Outcomes Undertaken

- > Sustainable, affordable, and fit for the future of Langstane
- > Maximises resources and capacity
- > Provides value for money
- > Is easy to use and tenant centric
- > Minimises the dependency on different IT suppliers
- > Provides solutions for modern and agile working
- > aligned to other supporting strategies
- > Integrates with current systems easily
- > Data is safe and complies with GDPR and PCI-DSS



# Our Foundations & Drivers

## Our commitment to a digital service

Digital technology is critical to any organisation to allow it to deliver continuous improvement. The appropriate infrastructure, applications, and systems need to be available to allow

Langstane services to be delivered in an efficient, consistent, and cost-effective manner whilst ensuring clear alignment with organisational strategy.

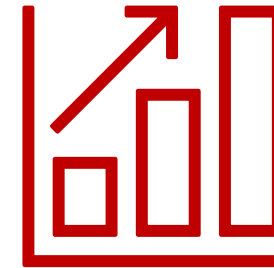
A culture of continuous improvement and a shift to more automation requires a change in working practices to ensure our employees are supported, trained and integral to the development and implementation of change.

Good data is crucial to making the right decisions for Langstane. Understanding our customer behaviours and expectations as well as having the ability to predict forward allows investment to spent in the right way.



## Drivers

- > Service Excellence
- > Growth & Partnership
- > Capability & Efficiency
- > Digitalisation & Modernisation
- > Value for Money



## Foundations

- > A service that suits our tenants and employees
- > The ability to use data to drive decision making
- > A culture of continuous improvement
- > The right systems & infrastructure
- > Secure by design infrastructure

# Areas of Strategic Focus

## Tenant Expectations

Meeting the needs of our tenants remains at the heart of everything we do therefore meeting tenant expectations and providing an agile and modern service offering is necessary. An online service for tenants with the ability for customers to still use the phone or meet face to face if that is their preference. We will develop and implement the tools to provide a great tenant service.

## Systems & Infrastructure

Focus will be on continued investment in systems & infrastructure to ensure this is fit for purpose for now and in the future. Getting this right is integral to deliver a reliable digital offering to tenants, providing the right

tools to our employees to deliver the service, ensuring a prominent level of business continuity and security is in place and to continue to deliver value for money.

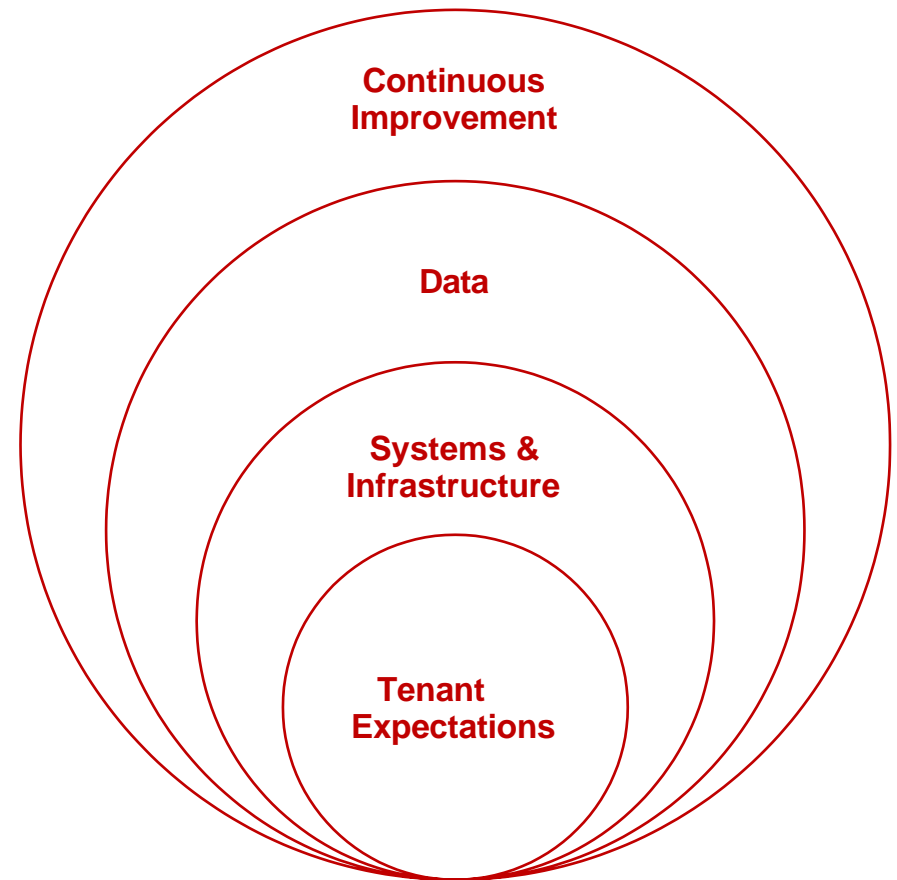
## Data

Data is key to any organisation. We will continue to ensure a prominent level of data integrity, but also greater consideration given to the data we collect, maintain, and use to understand more about our tenants and be able to make more informed decisions.

## Continuous Improvement

It is important to ensure we continue to provide value for money and continuous improvement is a key focus for Langstane. We will continue to embed

our strategy across LHA and engage with employees and tenants to implement key improvements.



# Our Priority Activity

## At the core of all activity

Three specific areas of work will take centre stage in our technology strategy for the coming 3 years, informing, supporting, and impacting everything we do.

### 1

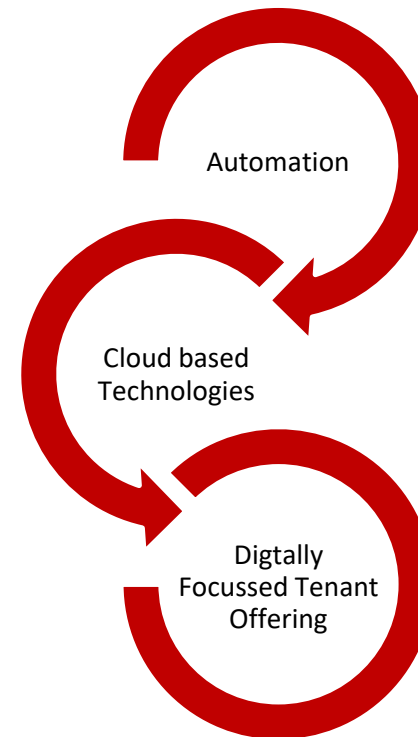
A shift from manual processing to automation where applicable across our entire infrastructure and all associated applications will allow employees to have time to focus on the tenant activity - improving our tenant service and offering.

### 2

A move to a cost effective, consolidated cloud-based SaaS environment where appropriate to assist in a modern way of working including mobile working. Providing the tools for employees to be more mobile and agile allowing more time spent on front line activity, supporting tenants, being output focused and reducing duplication of effort.

### 3

Further our reporting and business intelligence using our current data to develop diverse ways in which tenants can engage with us digitally and providing a more flexible and tailored tenant offering and the ability to enable proactive and predictive analysis of future trends





# Our Core Elements of Strategy

- > Cloud Based Technologies
- > Automation & Business Improvements
- > Digitally Focused Tenant offering



# Cloud Based Technologies

The world of providing IT systems and services is changing and cloud technology allows the on-demand availability of compute resources, especially data storage and compute power without direct active management. Our **four key objectives** are to maximise the use of cloud technology where it adds value:

## 1 - Engage in Cloud Based Technologies

We will explore further the use and benefits of cloud-based technologies. This allows users to use the system via a web browser from anywhere. This brings great flexibility and efficiency to organisations embracing cloud.

Continuous agile scoping will be the basis for the IT roadmap which will navigate our business journey for the duration of this strategy.

## 2 - Provide Simple & Flexible Technologies

Our employees do not always have the best tools to do their jobs. We want to change this and ensure employees are equipped with the right technologies. We want solutions that allow employees to work from wherever is best for our tenants and removes duplication of input.

## 3 - Explore Microsoft technologies further

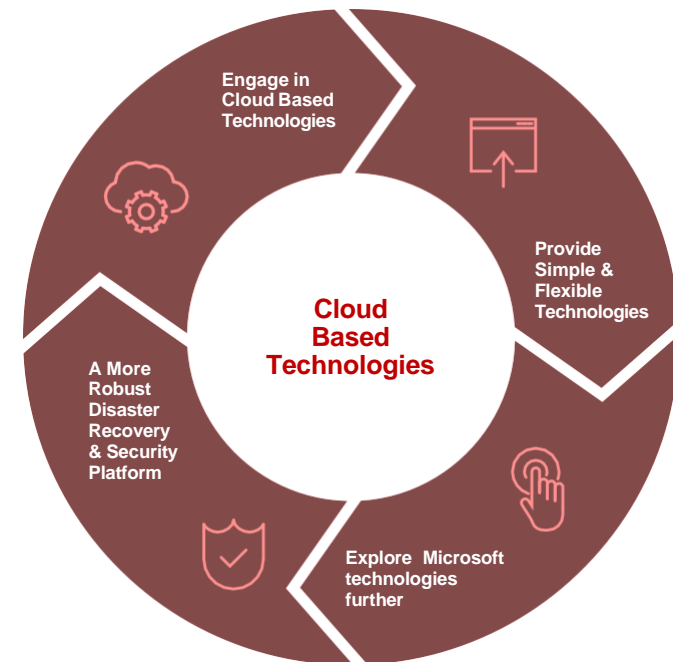
We will continue to embed Microsoft 365 and SharePoint early in the strategy delivery. This will provide the infrastructure to allow employees to work more flexibly.

This will also provide our document management solution bringing efficiencies and a more integrated approach.

## 4 - A More Robust Disaster Recovery & Security platform

We will continue to explore further security enhancements which will help the business achieve cyber essentials certification.

Disaster recovery plan will be subject to simulation testing annually to ensure we have adequate recovery processes in place.



# Automation & Business Improvements

As a registered charity with limited resource Langstane wants to ensure automation is at the heart of the strategy. This allows employees to spend more time on value added activity that benefits tenants and not data processing. An automated environment reduces the room for error and releases capacity to delivery other services.

## 1 - Deliver IT Roadmap

A continuous program of improvements identified to bring greater efficiencies, reduce the risk of single point of failure.

## 2 - Data integrity is robust

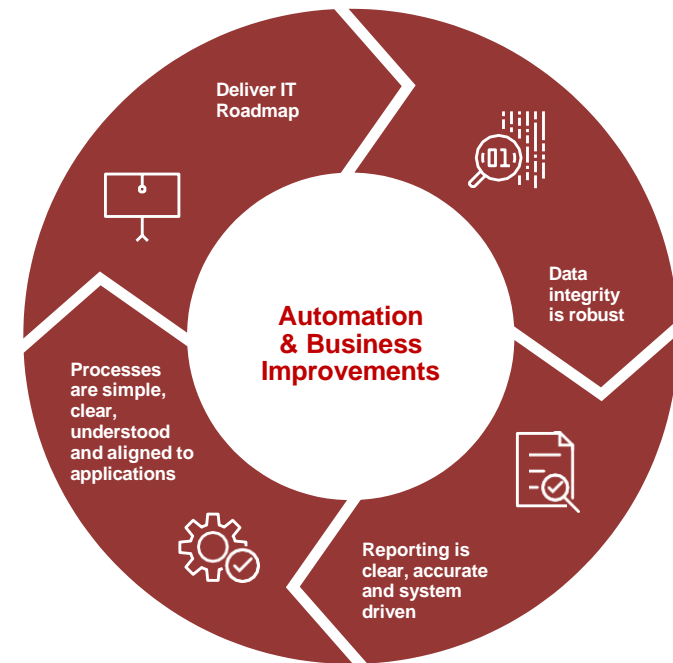
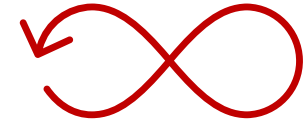
Utilising the appropriate system(s) more with less reliance on legacy and manual methods. Ensuring reports and metrics are generated from the system(s) and that data is captured using the most efficient method.

## 3 - Reporting is clear, accurate and system driven

Use of appropriate reporting tools to generate predictive business required metrics, removing the burden of overreporting will be a key priority during the time of the strategy.

## 4 - Processes are simple, clear, understood and aligned to applications.

A continuous program of process improvements, delivered through the IT team stakeholders to remove errors from systems and align processes to maximise the benefits of the systems in place.



# Digitally Focused Tenant Offering

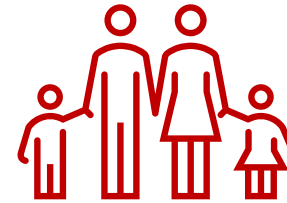
As people continue to rapidly adopt technology to make their lives more efficient, we will ensure we offer our tenants a service which is digitally focused, whilst still having alternate methods for the most vulnerable tenants.

## 1 - Enhanced Customer Portal

We will replace our current portal with a new SaaS product to further enhance the product to enable further self service capabilities.

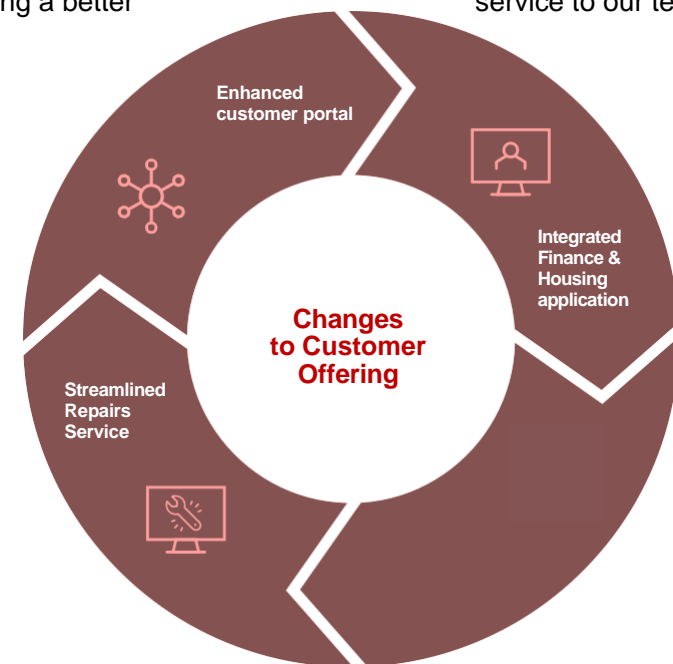
## 2 - Integrated Finance & Housing Application

Sourcing and implementing a new SaaS application which will further consolidate and streamline our business applications freeing our employees time to be able to maximise tenant engagement and satisfaction and also focus more on critical business activities.



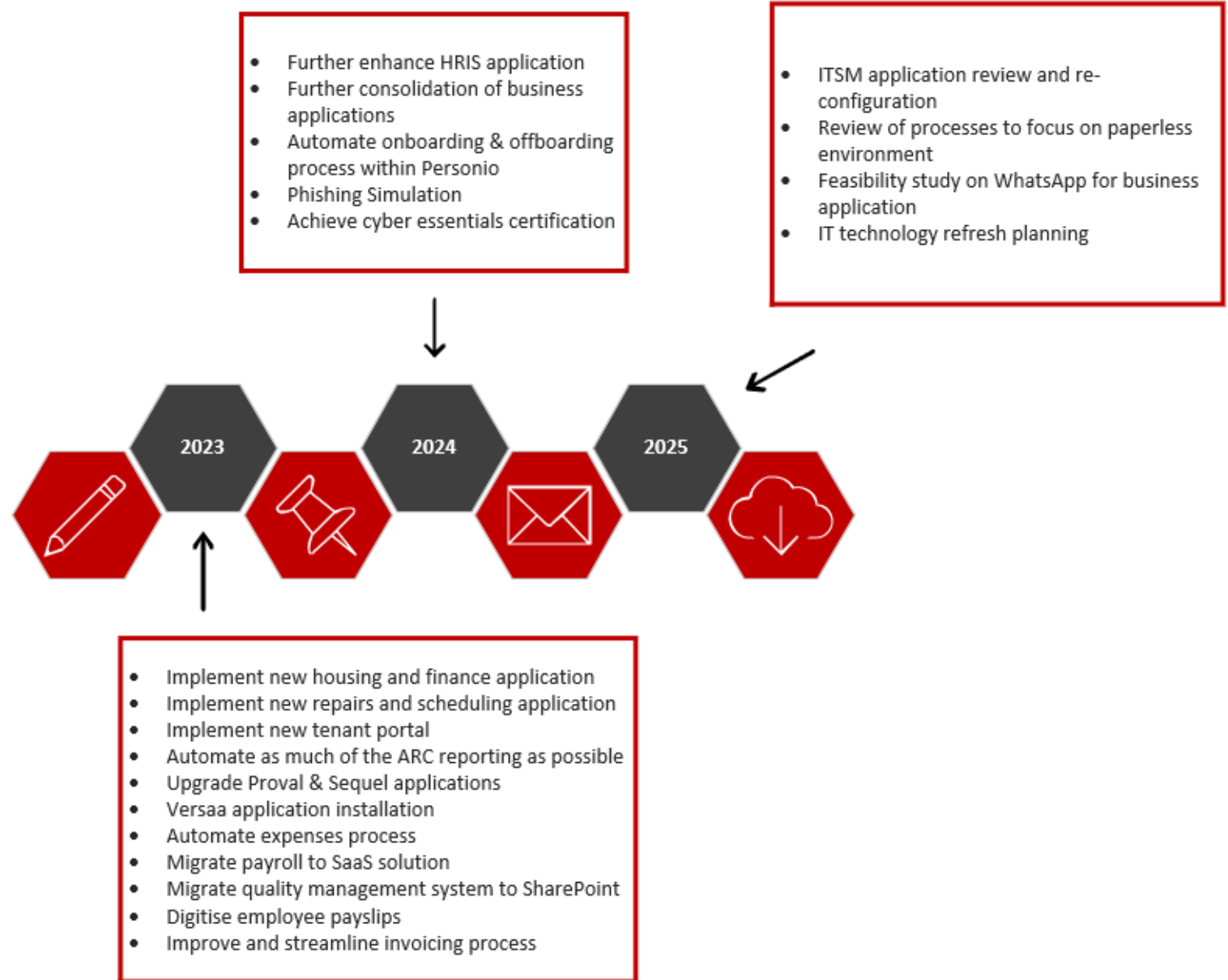
## 3 - Streamlined Repairs Service

Alongside our integrated housing and finance system we will integrate a further SaaS product which will allow the business to automate as much of the repairs process as possible speeding up this process and delivering a better service to our tenants.



# IT Project Timeline

To deliver the strategy that has been developed for the Langstane Group it is forecasted the following projects will need to be undertaken. The timeline gives a visual representation of when projects will be carried out.



CREATED FOR: LANGSTANE GROUP  
CREATED BY: CRAIG HENDERSON



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GROUP