

# IBM Public Sector Solution for Microsoft Dynamics—Social Housing

*Delivering digital social housing solutions with  
IBM and Microsoft*



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## Highlights

- Helps enable a digital customer engagement platform
  - Helps improve customer satisfaction by delivering enhanced user experience
  - Facilitates more rapid, reliable and cost-effective implementations
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Today's customers want quick and seamless access to the services they need, whenever they need, and on devices of their choice. Social housing organisations, with limited resources, find it especially tough to cater to such a demanding and digitally savvy customer base. They are faced with an increasing need to digitally transform and enable a wide range of customer- and business-centric processes.

IBM Public Sector Solution for Microsoft Dynamics (IPSSMD)—Social Housing provides a modern digital services and customer engagement platform, based on Microsoft Dynamics 365 and the Microsoft Cloud, for social housing organisations. It is a powerful enabler of social housing transformation, helping social housing organisations adapt to the changing business environment through end-to-end business process automation. It is a tailored solution which can be rapidly deployed and easily integrated with your critical systems to provide a seamless digital experience to your customers.

## Enabling a digital customer engagement platform

The IBM Public Sector Solution enables digital transformation with an intuitive, scalable customer engagement platform that can be accessed across multiple devices. Drawing from IBM's extensive social housing knowledge and experience, this ready-to-use solution adds a wide array of social housing-specific best practice and features to the standard Dynamics 365 capabilities and gives you a 360-degree view of your customers across your critical systems without the need to double key data. Moreover, with regular feature updates every year, the solution helps deliver continued value and always remains up to date.



## Delivering enhanced user experience for improved customer satisfaction

With many housing-specific features that allow you to streamline processes and deliver better user experience, the solution helps improve both customer and staff satisfaction. It enables you to provide a host of user-friendly services including alerts, broadcasts, scheduling, status updates and text messages. The solution also takes advantage of Dynamics 365's omni-channel capabilities, provides a web portal for customer self-service and fully integrates with social channels.

## Supporting a more rapid and reliable implementation and lower costs

Leveraging Dynamics 365's out-of-the-box tools and functionalities, the solution can be rapidly deployed and readily integrated with multiple Microsoft technologies including Office 365, Exchange, SharePoint, Skype/Lync, Yammer and Power BI. This helps to significantly reduce the implementation time and, consequently, costs. The solution also includes a powerful service generation tool, allowing large numbers of processes to be deployed in weeks, rather than months. Also, by having IBM specialists update the core social housing platform annually, this solution can help you save long-term management costs and is always up-to-date.

## Why IBM?

By choosing IBM and Microsoft, you take advantage of the expertise of several thousand practitioners worldwide, ready-to-use software, and best-in-class solutions. A Microsoft Certified Partner since 1995, IBM provides a broad range of consulting services to help advance your organisation's growth and efficiency. We offer jointly developed solutions that drive excellence and business value in applications driven by Microsoft technology and enhanced by IBM's professionalism and experience.



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