Semarchy

KnowHow Meeting

28 August 2019

Richard Branch - Semarchy

Florian Disson - Solita Germany

Semarchy Growth during 2018/19

New Team Members

Tech Support, Development, Sales, Finance & Admin

Media & Events

Presented, Sponsored, Talked, Blogged & Tweeted!

New Customers

Many new customers in UK, France, North America, Latin America, Singapore, India

How they like us

#1 on AWS Market Place

#1 on Gartner Peer Insights

Released x DM   Version 5

Microsoft SQL Server
To deliver enterprise-scale solutions on any cloud or on-premises infrastructure.

Dashboards
Dashboards & metrics based on any data, define ad-hoc KPIs and take actions

Comprehensive REST API
for integration, administration, and deployment to better support DevOps teams in intelligent data hub projects.

User Experience Enhancements
with application theming, built-in filters, and custom translations.
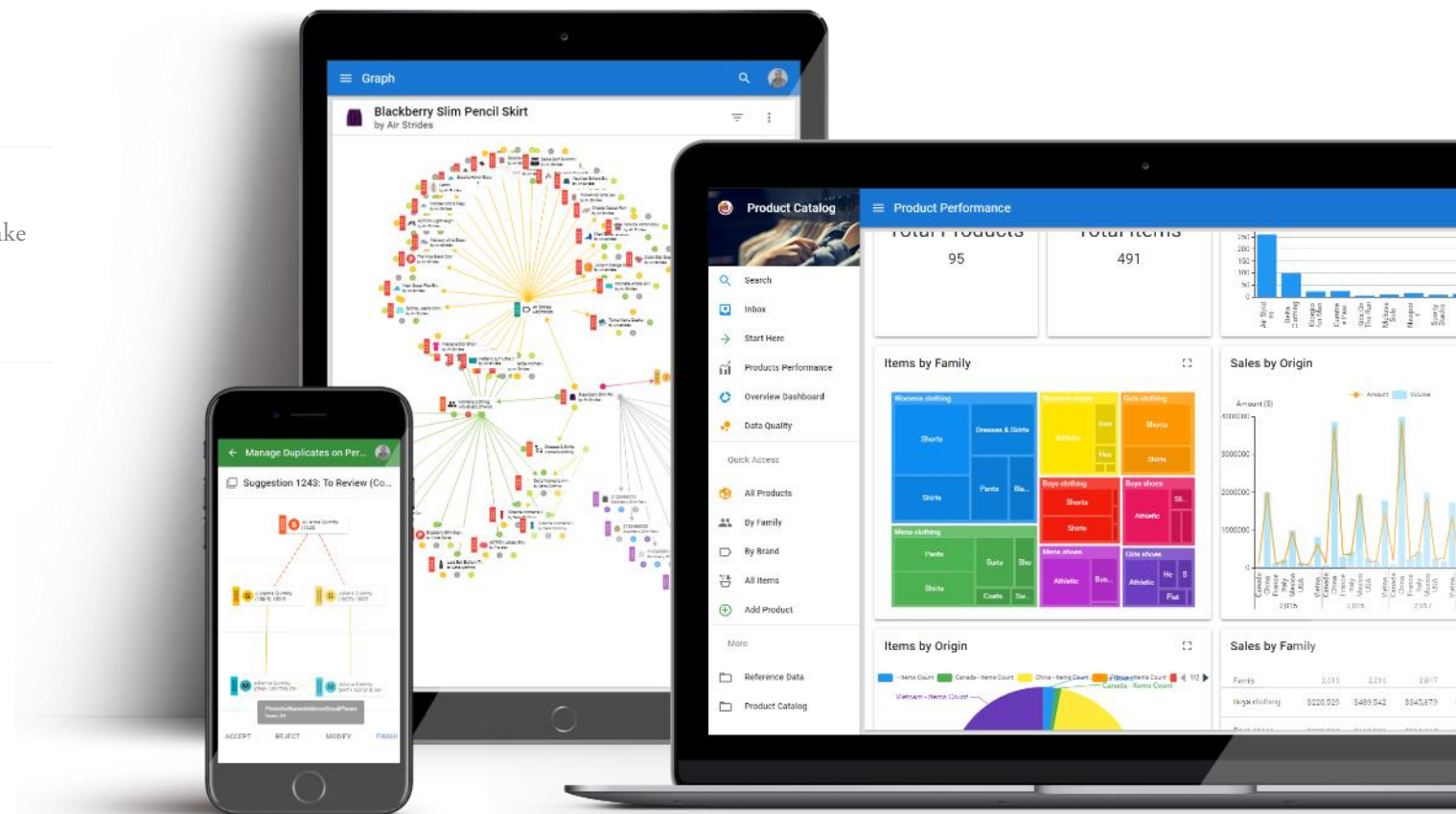
Gained Great Market Recognition

Challenger in the December 2018
Gartner Magic Quadrant for MDM

Strong Performer in Forrester Wave™
2019 for MDM Solutions

March 2019 Gartner Peer Insights
Customer's Choice for MDM Solutions

Partnered with Solita in Nordics

We are a data and customer value driven transformation company

- 96 % of our 186 clients recommend us
- Over 2 million daily users in maintained services
- Extensive partner network in tech and insight

1996	**850**	**9**	**4**
FOUNDED	EMPLOYEES	CITIES	COUNTRIES

20%	**91M**
AVG. PROFITABLE GROWTH PER ANNUM	TURNOVER 2018

Solita is the data company. Driven by a desire to empower businesses and people.

1 We help you to realize **business opportunities** from your data.

2 We help you to build your **data capability** with state of the art technologies.

3 We help you to **achieve measurable impact** from your investments. With a winning time to value.

The collective intelligence of humans and machines

Consulting and service design

We help our customers to create new services by understanding their customers and managing the change.

Digital services

We build and deliver new business and services technologies and infrastructure.

Data, analytics and AI

We build capabilities and intelligence that help develop and create new business opportunities.

DataOps and cloud services

We chase results and take care of our customers and their services.

Professional services

Business Enablement

Clarify business problem / build a business case (assessment)

Data value assessment

Development roadmap design

Technical Enablement

Logical and data architecture design

Technology selection and proof of concepts

Data Academy

Organisation Enablement

Defining and designing Data strategy

Methodology and culture trainings (e.g. Agile, Lean)

Solution implementation and operation

Data integration and warehousing ❯ **Analytical modelling & data enrichment** ❯ **Information delivery and interaction**

Modern data platform (data lake, data pipeline)

Data governance / MDM systems

IoT data integr.

Operational integr.

AI & Data science

Enterprise performance management

Self-service BI & data visualisation

DataOps

Intelligent Data Hub™

Leveraging the capabilities of a modern MDM tool and Agile Data Engine

Improving Resident Experiences with an Intelligent Data Hub Strategy

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Douglas Silverstone
Head of Data

Amramanjari Singh
Data Quality Analyst

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Thames Valley Housing Association

We provide good quality, affordable homes and invest in communities.

- 16,000 properties
- 4 business streams
  - Shared ownership
  - General needs
  - Key worker
  - Fizzy
- Awards
- Merger upcoming

Metropolitan

@ThamesValleyHA

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Data attributes for residents become a phenomenally large data set

Imagine your house x 16,000

Residents

Vulnerabilities, income, pets, tenure, family, parking

Property Attributes
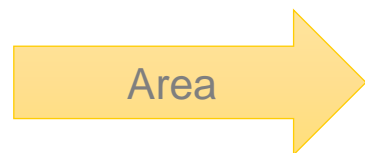
Boiler, components, windows, fittings, doors, mold

Contractors

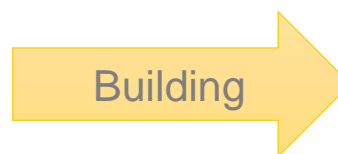Estimates, Invoices, SOWs, Insurances, SORs, Payments,

Property hierarchy

Schemes

Area

Blocks

Building

Units

Self contained

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Our business required a revolution… not an evolution

Data is fundamental to how our organisation will grow and innovate –while staying in motion

Our systems: 1980s

Tech in the Housing Sector outdated

Not enabled for flexibility

No motivation for improvements in efficiencies, just new construction

Insular, not innovative by nature
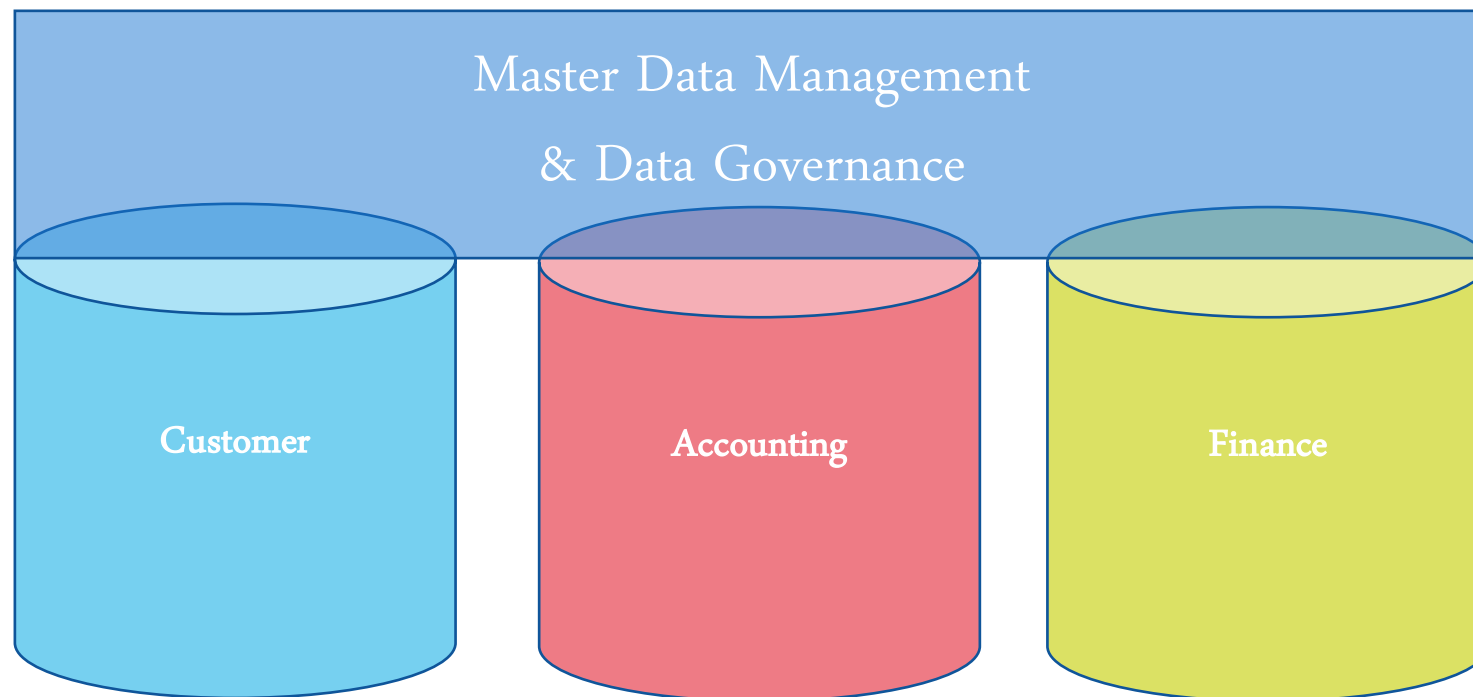

Our Requirement: 2020

Ready data for tenants, property managers, executive team

Ask bigger, more pertinent questions with the goal of social good

Empower business users

Conventional approach to data

The way that Data Management has grown up, as explained by most vendors with whom I spoke

Master Data Management

& Data Governance

Customer

Accounting

Finance

Data exists in centralized systems

Push-down data to users from systems

Pre-supposes those systems have all the data I need

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At TVH, our data and related challenge is quite different

Legacy Systems

Spread-sheets

PDF docs

Community

Post-It Notes

People's heads

How do we prevent the data "black hole"?

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Repairs is Data

Our officers are heroes

Tenant calls TVH
Phone call to Prop. Mgr

TVH logs issue
Understand the problem

Call to Repair Firm
Pool of contractors

Repair Assessment
What needs to be fixed

Parts, Estimate, etc.
Order parts needed

Schedule Repair
Availability of tenant

Repair Completed
Work performed, billed

Inspect & Pay
TVH pays contractor

Data affects people's lives

Emergency Repairs Officer

"It is very fiddly currently."
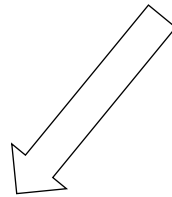

Resident

"he hasn't got the right sort of lock"

Operative

"[we] had to wait outside delaying next job"

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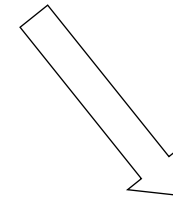# Make DM part of what you do

The tool should match the business

Master Data Management

A good MDM tool

Is an innovation in multi-vector Master Data Management (MDM) that leverages smart algorithms and material design to simplify data stewardship, governance and integration.

The right MDM attitude

"Managing your data should not be a mere task or just another project,
it should be an attitude!"

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How we are doing this

Stake holder alignment

Educating the business

- Show and Tell

Workshops
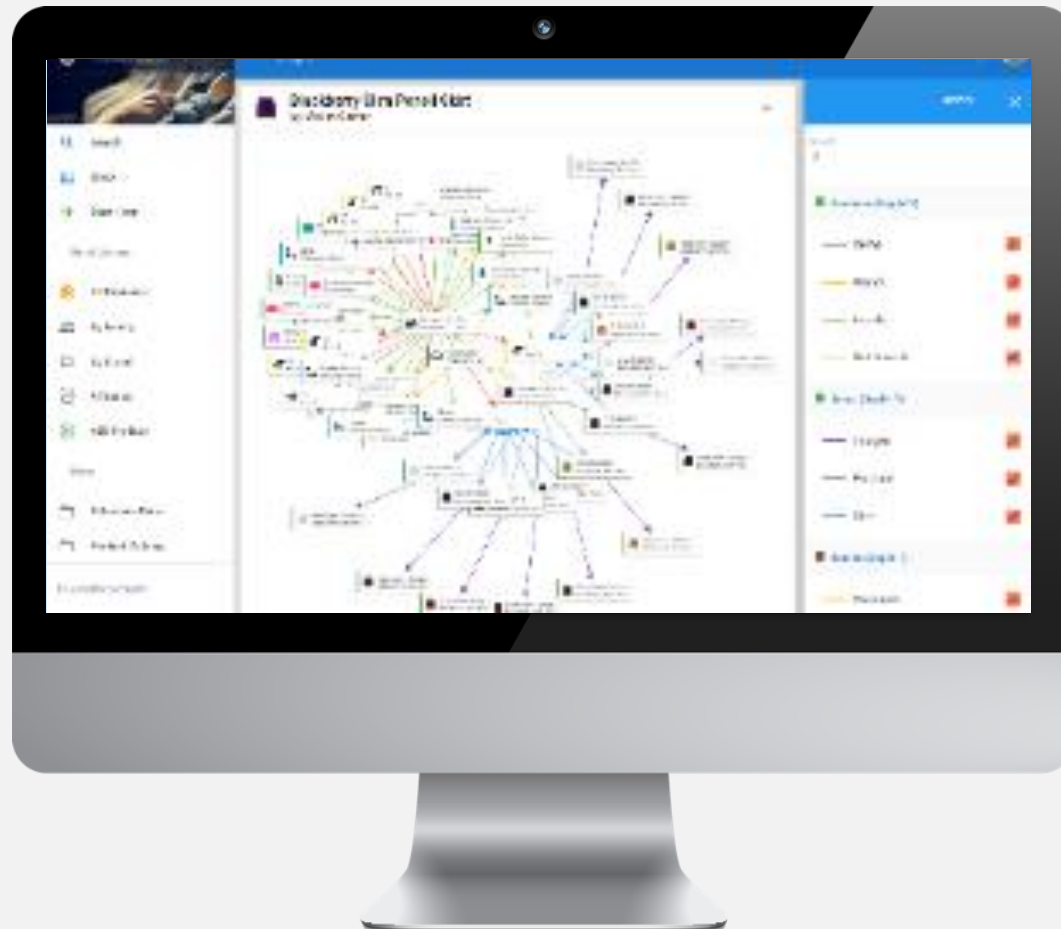
– End user involvement

Building Trust

Missing pieces of the puzzle

Defining data ownership

Know your business

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A Radical Change to the Business

A System of Engagement
Radical change to how TVH works

Sometimes best start anew
DQ issues, total loss, fragility

New System of Record
Take only what we need

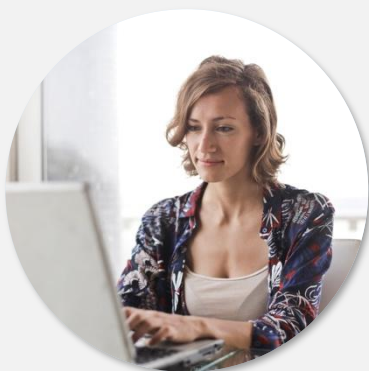## Be merge-ready
Flexibility to accommodate

We all have to respond to change

Easy to throw out "agility" as a feature, but what does that really mean?
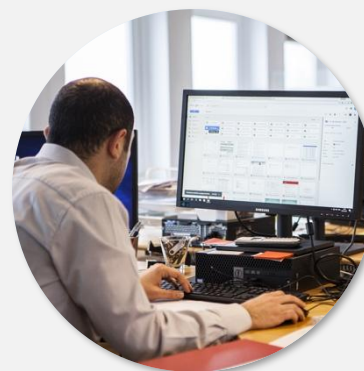
How many of our properties overlap with the other organisations? How many new markets will we be entering?

Present data before I ask for it

Anticipate the needs of the business

Allow the business to flex

Business Requirements

Any user, any info

Intuitive and simple

Easily accessible

IT Requirements

Flexibility

Low-code

Extensibility

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An Intelligent Data Hub for everything related to every property

Build a hierarchy
Hang *any* data - UPRN

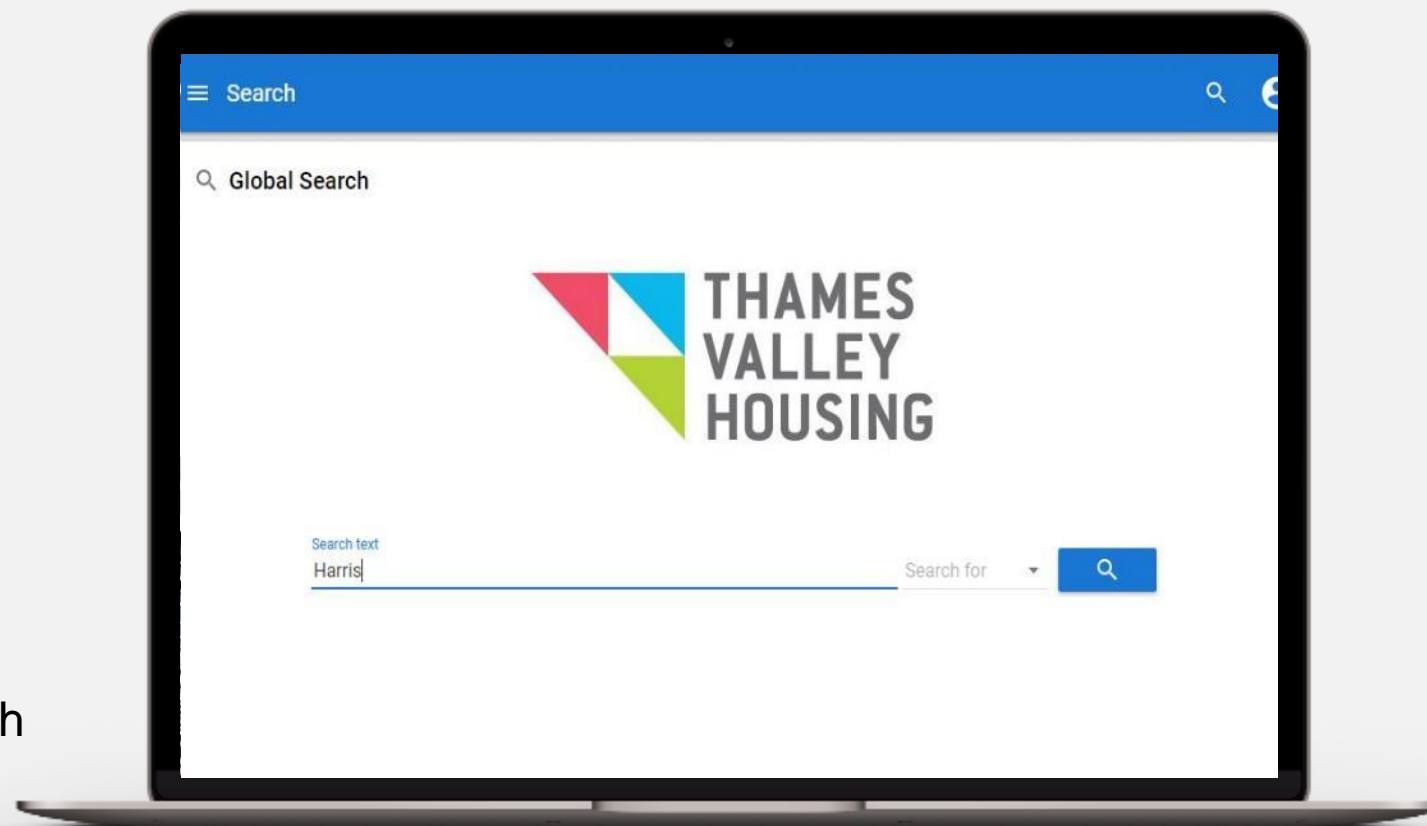## Enable unlimited expansion
Things we haven't yet contemplated

Make it easy for business users
Data quality can be just that simple!

Provide Google-like Full text Search
They're off and running - themselves

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Vision for the (not-distant future): MyTVH

Today, 50% of our tenants interact in real time with our App

MY TVH

Sign up here for your online services

Tenant Interaction

Payments, messaging, basic info (save the call)

Property Specifics
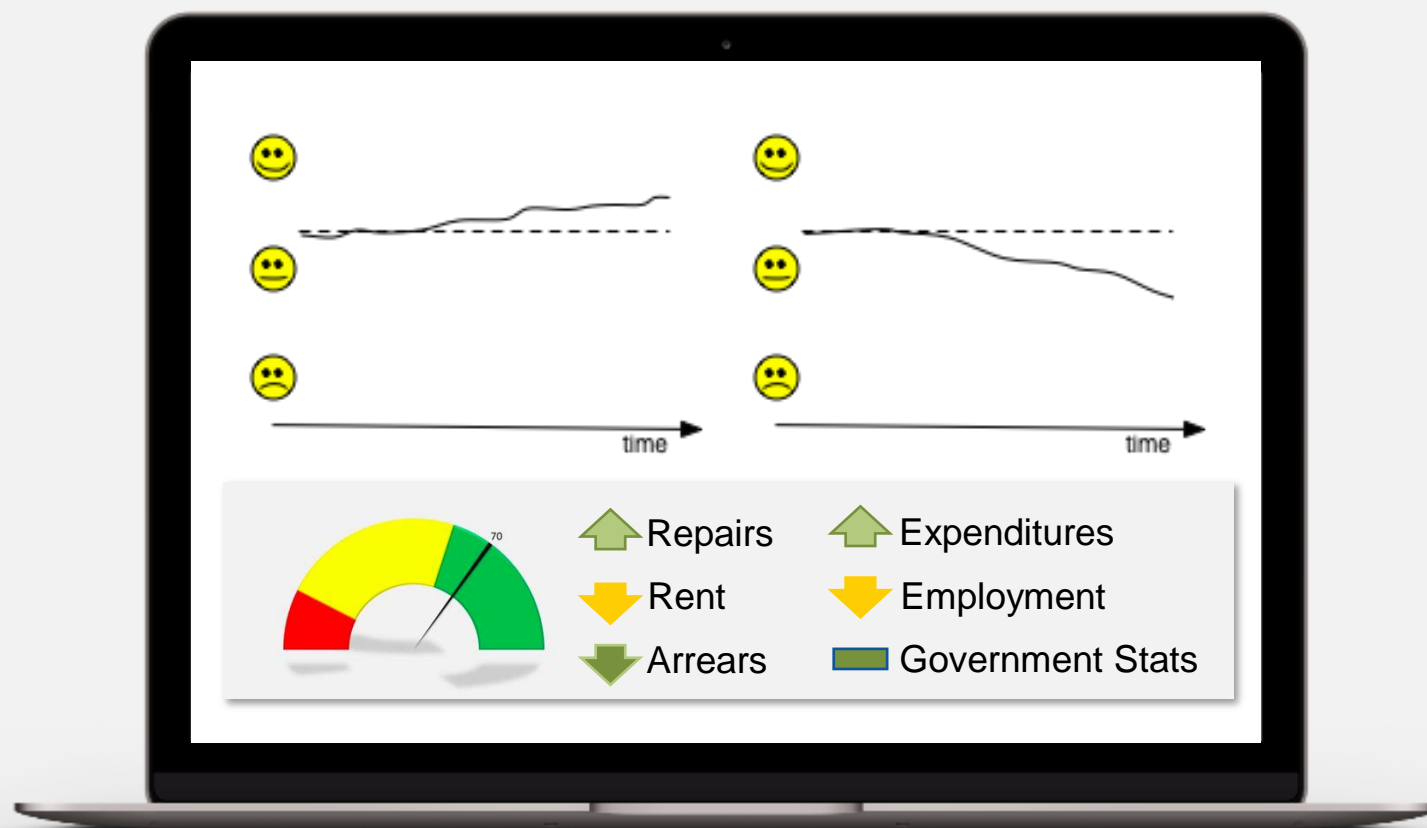
Add intelligence – property, tenant, history, other data

Real-Time Application

Combining all this for better tenant interaction, satisfaction

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What we're developing for the future – "The Happiness Metric"

What makes a happy and healthy place to live?

Data in place
Repairs, rent arrears, etc

Social Media data
understand inputs and outputs

Government Statistics
Unemployment, social benefits, etc.

ROI Expenditures
Football pitch? Playground?

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What we learned in the process of building the Data Hub at TVH

Perhaps this will change your outlook at the office tomorrow?

Don't be the one to say **No**, *talk about the possible*

The stick helps, the carrot is better

Make friends, build trust

Nurture innovation
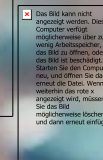
Ride coat tails and deliver for the drivers

If you can make data the language of the business

Get used to not having budget

Deliver agility

Thank You

Questions?