



# Cheltenham Borough Homes finds in Aareon UK her preferred solution provider

**In April 2017, Cheltenham Borough Homes (CBH) began the procurement process to look for a replacement system to consolidate its current core housing management and asset management systems into one integrated housing and asset management system.**

CBH is a top performing Arm's Length Management Organisation (ALMO) responsible for the management and maintenance of Cheltenham Borough Council's (CBC) housing stock providing extensive services for customers within the 5,092 homes it manages; 4,106 general needs, 517 sheltered and 469 leasehold properties in addition to 100 of its own stock.

As the company has developed, the core business processes and the supporting IT systems have evolved over that time with little control over the impacts on other processes and systems.

CBH wanted a tried and tested, fully integrated solution that would help to enhance their business capability with additional functions and features for both staff and customers, including:

- Comprehensive, interactive access for customers and contractors.
- Integrated data including electronic document management.
- Comprehensive mobile working.
- Flexible workflow configuration to enable end to end system processing.

**After a thorough review of the market (following the OJEU tender process), including a number of supplier demonstrations and reference site visits, CBH chose Aareon UK as the preferred solution provider.**

Steve Slater, CBH's Executive Director of Finances and Resources said: "CBH were highly impressed with Aareon's fully integrated solution which was demonstrated to us via the comprehensive tender process. The team presented to staff from across CBH as part of this competition and demonstrated their system and their approach to working with customers in a very professional way. They gave us confidence in the product by demonstrating functionality that met our essential and desirable requirements, but also confidence in their knowledge and understanding from working in the sector for many years. Their Best Practice Implementation gives us confidence that we will not fail to deliver on this challenging (and exciting) implementation.

CBH had always set out to work in partnership with a new supplier, both during implementation and into the future 'post go-live'. We have had great experiences so far both up

to and since award of the contract and everyone we have worked with at Aareon is very knowledgeable in their field of expertise. We are excited to embrace this partnership and see where, with Aareon's help, we can get to with QL to continue to deliver excellent services to our customers."

CBH opted to implement a complete solution from Aareon which includes QL Housing Management, CRM, Contractor, Asset Management, Mobile, Tenant Portal, Self Service Apps, iAppoint, EDRM and DRS.

The implementation project began in January 2018 and has a scheduled Go Live date of May 2019.

**WORKING TOGETHER?**

For more information on the full Aareon Product Suite please visit [www.aareon.co.uk](http://www.aareon.co.uk), call 02476 323723 or email [uk.bids@aareon.com](mailto:uk.bids@aareon.com).

For more information on **Cheltenham Borough Homes** please visit [www.cbh.org](http://www.cbh.org), call Catherine Best on **01242 387509** or e-mail to [catherine.best@cbh.org](mailto:catherine.best@cbh.org).

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*Aareon are the leading supplier of housing management and digital solutions for social housing providers in the UK, enabling us to set the standard for business processes.*