

USE CASE

- Location:** Wales
- Industry:** Charity
- Software:** K2
- Integration:** Microsoft Office Dynamics



Wales and West Housing Association own and manage more than 11,500 high quality, affordable homes in fifteen local authority areas across Wales. These include more than 3,000 dedicated properties for older people as well as innovative supported housing solutions for people with a range of specific needs.

The **WWHA** field-based engineering team are responsible for conducting Gas and Electrical safety inspection and certifications on all **WWHA** owned and managed properties.

Gas & Electricity Safety & Compliance System

The Problem

Historically, the process of inspecting and issuing certifications for Gas and Electricity safety compliance was a manual, paper-based task, often taking weeks to complete.

The process would entail the manual completion of a form which would then be returned to Head Office via post. Once it reached its destination the details would be keyed into the back-office system and a certificate would be generated.

This elongated and extremely dated process was flawed at a number of points, with forms having the potential to be mislaid and the potential for manual data entry error.

Solution & Key Benefits

Velocity IT worked alongside the team at **WWHA** to design and implement a mobile solution to facilitate the completion of the survey forms on a tablet device.

- All data is now added on-site and automatically synced with WWHA's back-office system and integrated with Microsoft Dynamics Certificates are produced automatically
- Where internet connectivity is not possible, data is saved offline and automatically synchronised when the signal is re-established

The Outcome

WWHA now have a system that has optimised business processes with the following results:

- Time to produce certifications has been reduced from weeks to a matter of hours
- Removed the necessity for double-entry of data with a source to solution workflow
- Eliminated any potential of 'lost' surveys and improved accuracy of certificates being issued
- Enabled greater visibility for certifications in line with regulation and compliance



Most Innovative Use of the K2 Platform 2018

The **WWHA** project was awarded 'Most Innovative Use of the K2 Platform 2018'. The award, presented at the annual event hosted by K2, brings together K2 technology partners and their clients to celebrate excellence in the design and implementation of K2 low-code solutions.