

# How a Cost Justified Strategy helped develop a technology platform supporting a cloud-first approach

## FACT CHECK

- Leading UK Housing Association
- £227 million turnover
- 21,000 homes in London & South East
- 40,000 customers
- Over 700 employees
- Target to build > 1,000 homes / year

**£594K**  
capital investment

**645%**  
ROI

**Payback**  
**< 1 year**

## Business challenge

Increasing operational pressures, social housing and economic issues, and a legal requirement for housing associations to reduce rents would result in a reduction of business plan capacity of £14million per annum. Long-term objectives were set to mitigate these risks and threats, including:

- Improving operating margin by achieving significant savings;
- Increasing best use of assets;
- Continuing to deliver better services and increasing social return.

A key part of the strategy was moving more services to digital platforms, enabling customers to complete transactions on-line.

## Our solution

A robust, reliable and performant technology platform was crucial to achieving this success. Accordant therefore developed a Cost Justified Strategy for technology platforms and helped design a future state architecture. To gain an accurate, consolidated view of the components supporting IT services, a service discovery activity was undertaken, focussing on people, process and technology.

Using our custom-built software, AccSL®, Accordant developed a fully costed business justification, including a breakdown of capex and opex costs for each workstream. A five year roadmap detailing quick wins and long term goals was also presented. Workstreams included hosting services, collaboration middleware and security. This provided a robust mechanism for decision-making.

## Results

Today the client is closer to its vision and values as being a stimulus for change, improvement, and community development. Accordant was able to achieve consensus and agreement through collaboration, where there had previously been a more siloed approach. AccSL® provided a common language across services, and saw teams working closer together with a renewed sense of unity. Our short term recommendations, not previously considered, were quickly adopted, with benefits realised almost immediately.

The cost justifications we identified demonstrated significant return on investment. Accordant ensured all benefits were clearly presented, risks identified and alignment to the clients overall strategy and vision. This clarity and pragmatism helped support buy-in and approval across the business.

