

Programme

Housing technology for today – challenging the status quo

Thursday 16 May 2019 | Birmingham Conference and Events Centre

The world is bursting with incredible new technology – technology that you could be using today to improve your customer services and deliver a better experience for your residents. Covering everything from housing management, income collection and the customer experience to digital engagement, repairs and asset management, the day is about exploring the possibilities of what's already available.

9:30 Registration and refreshments

10:15 Welcome and introduction

10:20 **Key note:** Driving transformation in the UK housing sector

John Kilner, Business Applications Solution Specialist, Ric Hose, Azure Solution Specialist, and Ben Sandall, Business Applications Technical Specialist

10:50 Delivering customer experience transformation at scale

Simon Nash, Senior Digital Programme Manager, Clarion

11:20 Refreshments and networking

11:35 HACT LaunchPad

Jay Saggar, Digital Lead, HACT

12:35 Delivering digital change

Sam Young, HQN Associate

13:05 Lunch

13:50 Tech showcase one

Outsystems, QlickIT, Fuzzlab

14:50 Implementing continual change and challenging the status quo

Adrian Moore, Director of IT, bpha

15:20 Tech showcase two

Yoti, allpay, Brainnwave

16:20 The state of technology in housing

Julie Alexander, Group Director of Technology, Innovation and Sustainability, Places for People

16:50 **Amazon challenge:**

Announcement and closing remarks

17:00 Close