

**Big Data: Analyse existing data to generate maximum value for money**



**With V3a & iCEO**

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[www.phhsl.co.uk](http://www.phhsl.co.uk)

Big Data. The new buzzword in the housing sector. As Bernard Marr states, big data is still such a foggy term that it attracts many myths ranging from 'big data is not useful to anyone' to 'big data will help us solve all our problems'. Like most things, the truth can be found somewhere in the middle.

But you don't need to break the bank to leverage these insights into maximising the return on your assets.

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The reality is that housing organisations like all other businesses can already delve into existing data repositories and transactions using big data techniques. Used well, such analysis can give you valuable, real time insight into areas like customer experience, transactions and behaviour, and strategic direction on the key area facing all housing organisations – how to be more efficient and deliver value for money.

### **Analysing high value data to understand where you are**

*For three years now, several housing organisations across the country have been utilising [V<sup>3</sup>a](#) to analyse their high value 'big data' to provide them with a balanced scorecard assessment of value for money. V<sup>3</sup>a is;*

- helping organisations to understand, demonstrate and evaluate value for money and make better informed decisions about priorities,
- providing clarity on which areas to focus improvement activity, and
- detailing how to improve Vfm using the tools at hand such as procurement, process reengineering/lean reviews and customer insight.

We've now partnered with [EPI International](#) to help improve and automate the improvement journey which V<sup>3</sup>a takes organisations on even further. V<sup>3</sup>a unlocks the value for money currently being delivered and what needs to improve. iCEO is software which takes that a step further and helps you to deliver the improvements.

### **Analysing high volume data to help you get where you need to go**

#### Spend Optimisation

A common problem in many organisations is not having detailed breakdowns of spend in key areas of expenditure such as repairs. The result often means paying far higher prices and doing business on less favourable terms

**CEO Planner** is a Multi-dimensional spend analysis tool that enables you to look at spend data in granular detail via four dimensions - time, process, location and supplier. The data is presented in highly visual formats so that you can easily and quickly identify where the best opportunities are to improve efficiency, eliminate waste and drive down costs.

A popular tool is the Quick Win Report which gives you an unprecedented perspective on your spend. This helps you to identify opportunities by looking at factors such as the number of suppliers, volume of transactions, seasonality and trends for any given category.

CEO Planner is a great tool for analysis but it also helps you to implement a continuous improvement approach to procurement and business process efficiency. It helps you identify opportunities, set your priorities for detailed process cost reviews, and to actively manage both contracts and suppliers by allocating responsibility to designated personnel through the *Contract Management* module

### Process Optimisation

Organisations in every sector strive to reduce costs and improve efficiencies to enhance customer value. The best way of doing this is by eliminating waste.

The problem is that many organisations are just not equipped to conduct lean reviews in an easy and repeatable way. They lack the structure, processes and expertise to make it happen, with lean reviews usually being run in 'analogue mode' where notes are taken and post-it notes or flip charts are stuck around walls. Managing this process is cumbersome, error-prone, time consuming, and definitely NOT lean!

These are problems solved with **Process Optimiser** - a digital alternative delivering ease of use, speed of data capture, and built in intelligence to enable more informed decision making. It improves efficiency and reduces costs by identifying value streams and simplifying processes to eliminate waste – all based on the tried and tested principles of Lean Thinking.

Of course there are many software tools that enable you to develop process maps but they have not been specifically designed for lean thinking, and have no built-in intelligence or ability to share information and promote collaboration in the way that Process Optimiser does

Process Optimiser provides you with

- a powerful visual comparison between the 'before and after' position,
- the impact of improvements in terms of time and cost savings;
- a complete record of activity that can be audited for compliance or as part of a learning process, and
- post review access for re-evaluation and refinement or as a base for future initiatives

### Contract Optimisation

The vast majority of spend across the housing sector is governed by contracts. Depending on how well they are managed, contracts can be a valuable asset or a very costly liability. Overlooking a key milestone date such as automatic renewal, can significantly increase the cost of supply. But in the day to day operating environment, renewal dates and contract particulars can easily be forgotten.

Traditional methods of managing contracts often also involve filing cabinets, cupboards and spreadsheet lists with passive administration. These techniques can be time consuming, and are also error prone - assuming you know there's a contract set up in the first place!

Do you give yourself time to confirm your requirements and thoroughly market test procurement rather than simply roll over a contract for another year? Some organisations unnecessarily overpay £millions for services and products as a result of poorly managed contracts.

**Contracts in the Cloud** is an intuitive, powerful and secure tool which helps to effectively manage contracts and prevent easily avoidable and costly risks. It empowers lead staff to securely store existing contract details and associated documents in a centralised place, accessible anywhere with internet access. Notifications and prompts are sent to key stakeholders to ensure contract and procurement milestones are not missed, minimising the business, financial and legal risks to your organisation.

### **Optimise Value for Money**

A [recent Guardian Housing article](#) outlined how the housing sector is not delivering the value for money it could through procurement or otherwise.

**V<sup>3</sup>a** on its own has delivered significant overall Vfm improvements across the sector, and **iCEO** [recently generated over £1m savings for a Welsh HA](#) through a focus on spend and contract optimisation alone.

***V<sup>3</sup>a & ICEO together provide the synergy to help realise, optimise and sustain value for money on a continuous improvement basis. And all at a cost which won't break the bank.***

To discuss how they could transform your approach to and delivery of value for money, call, email or message us.

### **About PHHS**

Since 2007 we have undertaken a range of strategic work for organisations, and since 2011 have been at the forefront of providing strategic and operational advice, assistance, insight and training for landlords in preparing for welfare reform.

For further details of what we do, who we are and what we have done, and for free advice or a discussion on how we could help your organisation, visit [www.phhsl.co.uk](http://www.phhsl.co.uk), call us on 01202 233214. email us: [info@phhsl.co.uk](mailto:info@phhsl.co.uk), or follow/message us via twitter ([@UltimateVFM](https://twitter.com/UltimateVFM))

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