

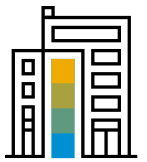
SAP Innovation Awards 2023 Entry Pitch Deck

Transforming our Customer Experience through the Intelligent Enterprise

Sanctuary Housing

PUBLIC





Company Information

Company Name Sanctuary Housing

Headquarters UK, Worcester

Industry Housing, Public Sector

No of Employees 13 500

Web Site www.sanctuary.co.uk

Social housing is at the core of what we do. Our mission is to build affordable homes and sustainable communities where people choose to live.

More than 250,000 people in the UK – 1 in every 250 - live in Sanctuary-provided homes. As a not-for-profit, we reinvest all our income into delivering on our social purpose.

Our need to provide optimized, efficient, and modern services to keep homes maintained, safe and warm is what drives our OneProperty transformation programme.

Enabling an intelligent and highly-automated maintenance process with SAP BTP and SAP FSM (POC)

Sanctuary Housing

Challenge

We exist to serve our customers and communities. Yet manual, paper-based processes, lack of transparency for customers, and a reactive operating model impacts our ability to deliver our core mission.

Data is our key challenge; we lack real-time availability and a holistic view for property. Both call centre staff and on-site maintenance teams struggle to access and input data. A further disconnect between Assets and Maintenance processes and data leave us unable to develop effective strategies for reinvestment.

The result? Disempowered teams, hampered decision making, reactive (not proactive) maintenance processes and delays, impacting our customer experience.

Solution

We are implementing an end-to-end solution for property maintenance processes **using SAP Business Technology Platform (BTP)** for bespoke application development, process automation between on prem SAP ECC and **SAP Field Service Management (FSM)**, **enhanced reporting capability with SAP Data Warehouse Cloud (DWC) and informative business reporting with SAP Analytics Cloud (SAC), and SAP Qualtrics** to measure customer satisfaction.

Innovative SAP technology will ensure a high level of automation and intelligence, including the introduction of Artificial Intelligence and Machine Learning.

The utilisation of SAP FSM will ensure further improvement in the execution of maintenance activities **and real time feedback to customers.**

Outcome

The proactive operating model connects data across the process, delivering a 360-degree real-time view of customers and asset management.

Automation achieved in our proof-of-concept solution is astonishing. The speed incidents can be raised, planned, dispatched and executed will significantly improve customer experience.

Customers will log incidents using a self-service portal. SAP BTP services' search and word recognition features will ensure accurate diagnosis of logged maintenance incidents.

Customers will get full transparency of maintenance activities, and SAP Qualtrics will allow Sanctuary to continually optimize processes.

Real-time data will be collected against the property, driving the objectives of the proactive operating model.

360° View of Customers and asset management

Proactive Operating Model

Faster & High Quality Incident resolution



"OneProperty is a programme of work which underpins our journey towards our North Star. It will enable us to improve our processes and data visibility, utilising progressive technology to empower our people, allowing us to put our customers at the heart of everything we do."

– Chief Customer Officer

"OneProperty is a major technology and innovation driven transformation programme focused on our customers. Sanctuary providing optimized and modern services to keep our customers homes maintained, safe and warm is a crucial component of our mission to keep our customers at the heart of what we do."

- Chief Information Officer



Sanctuary

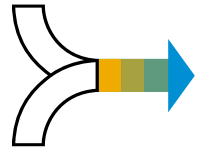
Participating Partner Information

HCLTech

HCLTech is the trusted advisor to Sanctuary Housing for the implementation of the Sanctuary Housing Field Services Solution. HCLTech has also been selected to do the implementation of the solution and to enhance areas around reporting and service vendor management.

“We wrote principals together as part of our initial engagement with HCL with how we want to operate for this transformation. These were formed from experience and learnings. One principle was Partner Dynamics. We said we will form not just good supplier engagement, nor just a partnership with HCL but a high performing team spanning over our partnership, with our friends at SAP too - The Team Triangle. When you’re in the dark depth of a problem that wakes you between 2-4am and the next day you work it through with your partner, you gain confidence. When they consistently listen and flex to the changing environment, synthesising new learnings, you build trust. Together we took problems out of the too hard box. We workshopped to fatigue to achieve a top-class design, prototyping out problems together. We have a relationship where we want all parties to thrive, all hinging on a unified goal of giving value to Sanctuary residents. I love our relationship and won’t forget this part of my working life. HCL helped me to sleep again!” – Enterprise Technology Architect

Challenges and Objectives 1 of 2



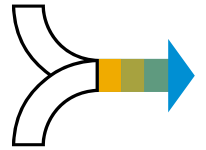
Global Challenges

- Rising customer expectations,
- Financial pressures (Inflation),
- Regulatory pressures,
- Sustainability, and
- Skilled resource recruitment.

Business Challenges

- High degree of manual processing, with multiple handoffs of data across teams on paper-based processes
- Lack of process and data transparency for customers, who struggle to access status of maintenance requests
- Overall poor data management processes leading to call centre delays and resulting in frustrated customers
- A lack of data available on site (e.g.: repairs history/context, such as photographs) prevents empowered decision making and results in delays to customers
- Disconnect between Assets and Maintenance processes and data impacts our ability to develop effective strategies for a proactive operating model

Challenges and Objectives 2 of 2

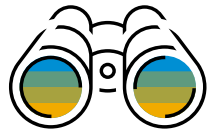


Project Objectives

- Provide the best user experience to end users, including customers and internal staff
- Deliver high degrees of automation and reduce manual input
- Optimize the maintenance process, enabling customer self-service, real-time scheduling, automated diagnostics, and machine-learning
- Reduce inefficiencies across our operational teams using data capture and the improved visibility of data to generate more effective processes
- Restore some of the functionality to SAP standard to ensure a smoother transition to SAP S/4HANA
- Deliver the project in time, with a high level of customer and internal maintenance staff satisfaction
- Ensure the solution is “future-proof”

Why SAP

“We’re using BTP services to fill nonstandard technology gaps, integrate and provide the innovation required to deliver service excellence & high customer satisfaction, while enhancing the value derived from SAP FSM” - *Technology Director*



Project or Use Case Details

- Sanctuary embarked on a high-level design phase to ensure all aspects of the business processes are covered in the solution,
- Sanctuary committed their best resources in the various areas to ensure that comprehensive requirements were tabled,
- Collaborative design workshops were introduced to Sanctuary, ensuring that every voice is heard,
- The high-level design was played back in an evaluation system, ensuring SAP Standard processes are used and challenging questions around why one would want to change a process,
- The end-to-end solution was delivered, and it confirms that the SAP solutions selected will support the Sanctuary maintenance requirements now and in the future.

Process Before

- Manual process with many handover points between departments,
- Diagnosis done poorly or not at all resulting in field technicians needing to diagnose problem onsite, leading to multiple visits to execute the maintenance,
- Excel based budgeting,
- Manual e-mail-based approvals with no audits,
- Material used not recorded on technical object level,
- Some of the technician availability and planning done on Excel and with manual intervention,
- Some technician whereabouts not visible,
- Some work completion not available or visible,
- Maintenance history is not visible.

Process After

- Automation of processes between departments,
- Diagnostics done based on fault codes in a bespoke user friendly BTP application,
- Managed budgets with an audit trail in SAP Project Systems linking into SAP BTP Process Automation with automated workflow to all the approvers,
- Material usage recorded on technical object level and van stock managed in a BTP application embedded in SAP FSM,
- Technician movements and status of maintenance visible through SAP FSM
- Maintenance history etc. embedded in SAP BTP applications and SAC

Benefits and Outcomes 1 of 2



Business or Social

Putting our customers first, through:

- Easy access to our service
- Reduced delays from great efficiency of teams
- Improved updates across the process

Investing in our assets, through:

- Data trends and insights to target reinvestment spend
- Empower operational staff to access the right data to make decisions on site
- Taking opportunity to update asset data across work streams

Growing our services, through:

- Bringing all work streams onto one platform
- Designing a scalable operating model
- Designing consistent and sustainable processes

IT*

Driving standardisation within existing SAP ERP solution preparing for an easier route to SAP S/4HANA

Building on the foundations of SAP implementation of 'one version of the truth' by joining up across operational teams and improving our data integrity and management

Harnessing BTP services to fulfil gaps on SAAS based solutions, embedding BTP in FSM to provide a seamless user experience with process automation

End user development of data capture in Smart Forms empowering staff to do more

Leveraging AI for efficient scheduling

Engaging Sanctuary's external contractors through Crowd Service.

Using SAP Analytics Cloud to enable improved operational and strategic reporting

** IT benefits are required if you are using SAP Business Technology Platform products*

Benefits and Outcomes 2 of 2



People Related – Personal Perspective

“Inspired by the scale of transformation proposed for this project, I joined the project team during the Design Phase as a Graduate Trainee 12 months ago. My role began with shadowing our maintenance operatives to understand the challenges in the current system whilst also identifying where SAP innovations could unleash the full potential of our operatives.

12 months on I have since gained an AgilePM Practitioner qualification and now have a permanent role as a Product Owner for FSM Scheduling, working with HCLTech to revolutionise our customer experience through the development of cutting-edge innovations in Artificial Intelligence and Automated Scheduling.”

Nathan Griffiths – Business Improvement Analyst



“This system is bringing us into the 21st century. Operatives will see the day and week ahead, having real time updates and photo’s”

“It's a massive improvement - customers raising repairs on a portal and being able to add photo's will make a huge difference to our ability to fix first time“
– *Operations Manager*

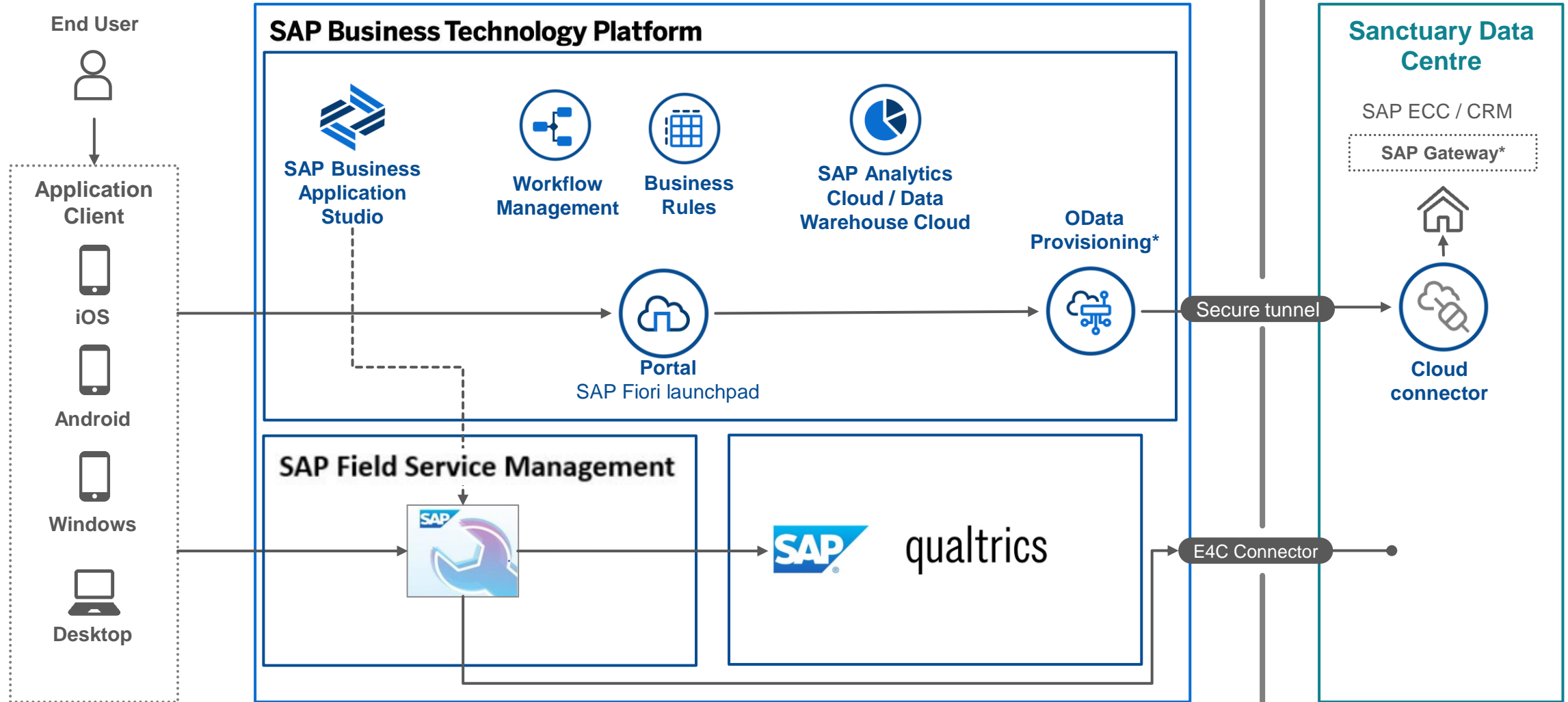




Architecture

INTERNET

Firewall



Deployment Details 1 of 3



Deployment status POC

Number of end users POC – 30 Users – Estimated 3500 end users

Date 30 January 2023 (Go-Live July 2023)

Transaction Volume POC

SAP® technologies used:

	SAP product	Deployment status <small>LIVE / POC</small>	Contribution to project
1	SAP Field Service Management (Primary)	POC	All Maintenance related Planning, Scheduling, Dispatch and Execution Activities are executed in SAP FSM
2	SAP BTP – Business Application Studio	POC	Sanctuary Maintenance Incident Diagnostics tool and Van Stock application
3	SAP BTP – Workflow Management	POC	Approval of maintenance to be performed with budget checks
4	SAP BTP – Business Rules Framework	POC	Approval framework with tolerance limits
5	SAP Analytics Cloud / Data Warehouse Cloud	POC	Reporting of all operational, tactical and strategic metrics from maintenance activities

Deployment Details 2 of 3



Solution/App details developed on SAP BTP

The following [SAP Business Technology \(BTP\) Solutions](#) are part of the project:

	Technology	SAP BTP Solution (list Cloud Products only)	Contribution to project
1	Application Development and Automation	SAP Business Application Studio; SAP Launchpad Service; SAP BTP, ABAP environment; ABAP RESTful Application Programming Model; SAP Process Automation; SAP Workflow Management	Bespoke applications and approvals
2	Extended Planning and Analysis		
3	Data and Analytics	SAP Data Warehouse Cloud; SAP Analytics Cloud	Reporting
4	Integration	SAP Integration Suite	Integration between SAP components
5	Artificial Intelligence	SAP AI Business Services;	Word recognition diagnostics process

Listed on SAP Store N/A

Monetized (sold to your customers) N/A

Number of customers using the solution/app

Co-innovation with SAP No

Deployment Details 3 of 3

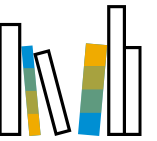


The following offerings from SAP Services and Support and other packages were utilized during the implementation or deployment phase:

- SAP MaxAttention™
- SAP ActiveAttention™
- SAP Business Journeys
- Embedded Launch Activities
- Learning Success
- Other:
- SAP Preferred Success
- SAP Preferred Care, on-premise
- SAP Enterprise Support
- Project Success
- RISE with SAP
- Managed Business Services
- Cloud Application Services
- Activation and Optimization Services
- Partner Success

Contribution to the project

The project was supported by HCL and SAP through all phases. SAP provided special technical expertise on the Crowd Service component. SAP is a key partner in this project!



Additional Information

The One Property Video is used to explain the project to its stakeholders.

https://youtu.be/KY_qY9XpY8Q

The HCL / Sanctuary video depicts the hours of hard work – and deep partnership – that brought this PoC to life through the design phase.

<https://youtu.be/QtZ1y1EudJY>

To be a **trusted partner** where
customers are at the **heart** of
all we do.