



## GROUP

### Company Profiles

**South Liverpool Housing Group** is a not for profit housing provider who manage over 3600 homes in South Liverpool. SLH Group is the parent company to South Liverpool Homes, SLH Regeneration and SLH Projects.

South Liverpool Homes is a charitable industrial and provident society registered with and regulated by the Homes & Communities Agency (HCA). The primary activity of SLH is housing and property management.

**ILG Business** is a business-to-business technology provider specialising in public and enterprise application development and business mobilisation. With extensive experience in the technology industry, ILG Business strives to seek out new business solutions to help contribute to its clients' success and enable them to remain at the forefront of modern technology.

### The Approach

South Liverpool Housing Group (SLH) were looking for a solution to improve the way in which they carried out housing assessments and data collection. They often found that they had duplicated data entries and managing paperwork had become time-consuming and costly. With many mobile workers, SLH needed a solution that mobilised their workforce and enhanced existing processes.

### The Solution

ILG Business offered SLH a trial of ProntoForms where they were able to transform all their existing paperwork into mobile forms for use on their Samsung tablets and iPads. As soon as SLH started using ProntoForms, feedback from users was fantastic and usage was high as employees found it straightforward and simple to use. SLH have now built over 30 forms on ProntoForms and the solution has become an integral part of data collection within their business and has enhanced processes throughout.

### The Benefit

“We have been using ProntoForms to mobilise customer facing employees which has improved performance, increased efficiency and eliminated the double entry of information. Digital forms are quickly developed and easily deployed using the intuitive software, and staff find them really easy to use. ProntoForms remains a key part of SLH’s agile approach in delivering digital services to customers.”

**Ian Cresswell, Head of ICT, South Liverpool Homes**