

Hendre Group see the benefits of QL TaskCentre

Business Process Management Solution



Hendre Ltd have been using the QL Housing Management Solution from Aareon UK since April 1998 and when the Hendre Group was formed in November 2002 the new group continued to use the evolving QL product set. Based in Cardiff, Hendre is a group of Registered Social Landlords managing approximately 5,000 units of stock in South Wales.

At the beginning of 2009 Hendre initiated a project to review how they could manage their Business Processes more effectively. This was prompted by the fact that a lot of manual processing was needed in different areas of the organisation, and staff time and effort was not always being used in the most effective way. As a result of this review, Hendre approached Aareon UK as their IT solutions partner, in order to look at their QL TaskCentre solution.

QL TaskCentre is a powerful suite of Business Process Management (BPM) technologies that enable Housing organisations to automate manual processes and employee-driven tasks in addition to bridging the gap between disparate systems and databases. Based on the concept of 'Tasks', the application is able to automatically handle inputs such as incoming emails or SMS messages, as well as automatically producing outputs such as outgoing emails, SMS messages, document production, and interaction with the core QL product set.

Following the implementation of QL Taskcentre this summer, Allan Jones, IT Manager at Hendre Group commented "At Hendre we've recently implemented QL TaskCentre, which has automated certain tasks and automatically communicates with clients, staff and suppliers via E-Mail and SMS messaging"



Hendre have already found benefits with some of their initial applications. Third Party Contractors receive emails or SMS messages reminding them of works orders nearing target completion dates and some Hendre tenants have requested to automatically receive their account balances by email or SMS. The scale of efficiencies possible with such an approach are enormous - it is estimated that most customers have mobile telephones, for example, and as well as the immediacy of communicating by SMS, the cost is a matter of a few pence per text, whereas using traditional letters, the organisation faces costs exceeding £10 per letter once all the outgoings are taken into account.

Another example of the power of Taskcentre is when used with QL Financials - Hendre Budget holders are now able to receive e-mail reminders of any outstanding invoices preventing late payments charges from being incurred.

Hendre are considering further applications for QL TaskCentre. Soon clients and staff members will receive SMS message reminding them of appointments and Hendre will be able to offer tenants with support needs SMS message reminders when rent payment are due.

"With the applications we have already implemented and our plans for future applications, QL Taskcentre will become a key method of communication for us."

**For more Information call 02476 323723 or visit Stand 16, Inmotion 2010
The Heritage Motor Centre, Gaydon
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