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A S T E R
GROUP

“Our teams have shown a great deal of agility in learning and building the new system, and this gives us a firm foundation for managing data and insight for the future.”

Emma joined Aster Group from Peabody at the beginning of the lockdown and has been busy getting to know a new organisation, as well as managing service delivery during the crisis. Aster Group was well-prepared for the lockdown, with flexible working policies and practices already in place for all its employees. The business was fully equipped to maintain the majority of service delivery from home.

Data-driven approach

As part of Aster's recovery planning it was agreed that a data-driven approach would be carried out to support customer services. The organisation took the decision to utilise business analytics platform, Power BI, which was recently acquired as part of Microsoft 365, putting the time and effort into a completely new way of managing business intelligence.

The data and intelligence available will be fundamental in helping the organisation facilitate recovery planning and make strategic decisions, with smart data helping

the team model different options, utilising team capacity efficiently to support a swift recovery.

Lockdown prompted Emma to think about how she manages on-boarding processes during this period and consider how to get out and about to meet her new team and visit estates ('go and see'). In response to this, Aster has now introduced digital walkabouts using VR headsets so that team members can join virtual estate tours.

Predictions

When asked about what changes will be permanent and what the future holds for housing, Emma predicts that the technological advancements will drive improvements in customer service in the longer-term. These changes will enable the organisation to utilise valuable resources in the best way possible so it can focus on financial wellbeing activity and supporting vulnerable customers in the aftermath of the crisis.