

Transform the Tenant Journey

People, processes and technology

As a leader of a Housing Association, you drive information and technology transformation.

You are working hard to get the best from your people, your processes and your technology.

Are you looking to refresh your IT systems, deliver innovation or ensure business resilience and agility?



Read on for a fresh approach...

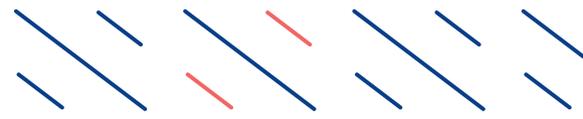
For housing associations who want to focus on delivering a streamlined tenant and team experience, Netcall's [Liberty Platform](#) is a tightly integrated suite of customer (and tenant) engagement and intelligent automation solutions that lets you manage and improve your total experience, effortlessly.

You redefine customer experience to make it easy for tenants and staff to communicate with you. And deliver a positive end-to-end total experience and reduce the cost to serve.

The beauty of the Liberty Platform is that you have access to a tightly integrated solutions to build upon.

Benefits

- Bring together data and communications channels
- Fix processes that frustrate tenants and customer facing staff
- One view of all tenant interactions to tenants and agents alike
- Highest levels for privacy, governance and security controls by design
- Rapid, flexible deployment models, trusted for mission critical service levels
- Integrates with legacy systems or is effective as a standalone solution
- Provide anytime access
- A solution that grows as you grow



Liberate your housing association

Powered by our Liberty Platform, [Tenant Hub](#) is a housing specific collection of business solutions to help IT leaders solve key challenges, reduce costs and deliver better tenant and team experiences.

Built on [Liberty Create](#) low-code technology, it makes it quick and easy for your teams to build applications for the services you offer. You simply adapt these services to fit your specific processes. It's the sweet spot between a rigid, ready to go off the shelf solution, with the ability to become a bespoke platform which allows your teams to build additional apps at no extra cost.

Best of all, it's not limited by department. You can transform almost any process, in any department across, your association. So, you can start in housing repairs and then move on to rent arrears, deliver value from the word go. The tenant portal provides instant self-service access to tenants.

Fully integrated customer engagement

Team up with our AI-assisted customer engagement solutions, [Liberty Converse](#), our omnichannel contact centre solution and [Liberty Connect](#), AI-assisted conversational messaging solution. You'll be able to handle enquiries across any channel – phone, softphone, email, chat bot or direct message – to get one consolidated view of conversations. Scale up and scale down, depending on your requirements.

Tenants can instantly self-serve with access to vital services, including rent statements, repair services and reporting anti-social behaviour, as well as more choice than ever before when it comes to reaching out – including via Twitter and Facebook Messenger.

Conversations are consolidated into one single queue for contact centre agents to respond to.



Adur & Worthing Councils is using the Liberty Platform to support their mission to make digital change really people-centred and provide great user experiences. They use Liberty Create to improve tenant services including an online appointment booking solution for housing repairs.

[Read more](#)

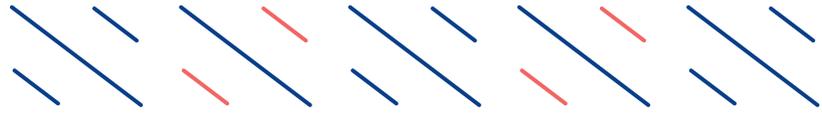


Cairn Housing invested in the Liberty Platform to provide simple, convenient services for customers, with frictionless access across any channel, be it voice or digital. They used Liberty Create to transform their tenant journey with an online portal MyCairn. They also use Liberty Converse and Connect to handle enquiries across enquiry channels.

[Read more](#)

This avoids residents having to sit on hold or repeat information, whilst agents gather the right information from various systems.

Faster resolutions and a greater level of customer care.



Quickly automate at scale

Liberty RPA is our AI-powered robotic process automation solution that frees-up people from mundane and cumbersome repetitive tasks and enables them to be more productive. It's fast, cost-effective and low risk. It's also particularly good for integrating with legacy systems.

Taking it up another gear. Combine RPA with low-code and you can automate processes at scale, right across your housing association.

What can the Liberty Platform be used for?

- Case management
- Property management
- Self-service portal
- Contact centre
- Payments, payment support and arrears
- Repairs and reporting
- Booking management
- Remote working

A support community to lean on

The Netcall Community is an online space to share and continuously build upon your Liberty Platform. Rather than making a fresh start on every new application, customers can tap into work already engineered by other customers and Netcall itself.

So, you get to drive greater tenant experiences and increase the speed of transformation, minimise cost and maximise value for money.



Clyde Valley Housing turned to the Liberty Platform to provide the very best service experience to tenants. They introduced Liberty Create and Converse to handle interactions, manage contact through all available channels and deliver outstanding customer experience.

[***Read more***](#)



Why Netcall?

Our expertise and experience helps 600+ customers deliver results fast. We've been supporting 120 housing associations and local authorities for over 20 years, helping them to gain back agility, speed and control over their business processes.

Visit netcall.com/housing-associations/

email housing@netcall.com

Or call us on **0330 333 6100** and say "Housing Team"