Transforming housing organisations' use of data
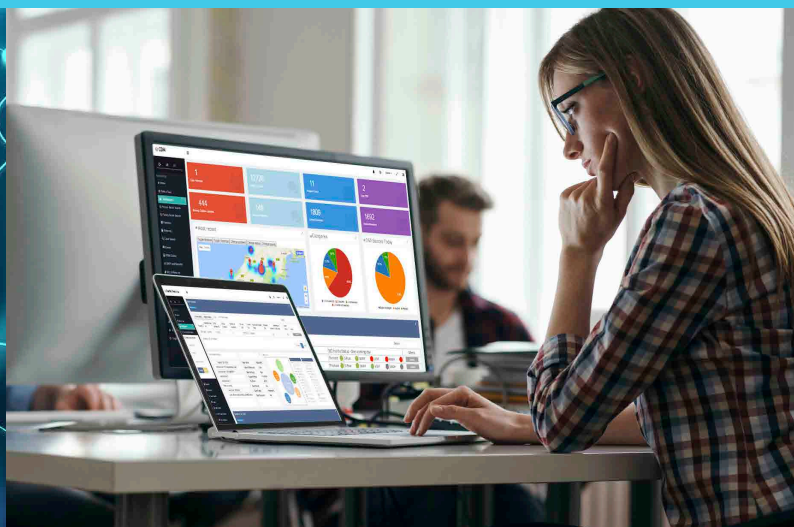
sentinel partners

Industry-leading data integration and data sharing systems

Microsoft Partner

Transforming social housing organisations' use of data through configurable software solutions that manage and migrate information.

Sentinel's industry-leading data platform enables housing organisations to improve their operations by providing an accurate, up-to-date single view of customers and assets as well as a complete event history. This provides wide-ranging benefits to all the housing associations we work with.

We know that housing data is often fragmented and of variable quality, with issues compounded by mergers or reorganisations. Overcoming these challenges, our Data Hub software integrates data from any number of sources and partners, leading to deeper understanding and improved, more timely decision making.

The integrated and enhanced Master Data can be fed into front-line systems, empowering organisations to deliver efficient, sustainable services and achieve their objectives by becoming more needs-driven, proactive and innovative.

Our Data Integration Platform can be deployed on any IT landscape (on-premise or cloud-based). It comprises of our core Data Hub to process and integrate data, and an integrated Portal layer to share information with teams and external partners.

Key features of our systems include:

▷ Industry-leading matching of data from any structured source.

▷ Access to the most complete and trusted single view available, for internal teams and for sharing with partners.

▷ Data profiling to identify target cohorts and trigger business alerts.

▷ Real-time data and automated alerts.

▷ Rule-based and easy for clients to configure and apply.

▷ Flexible tools to facilitate data migration.

▷ Full audit trails and comprehensive security.

If you have problems in making your data work for your organisation, please contact us.

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ASSET HUB

An accurate, holistic view of assets

Our Data Hub provides the most accurate, complete and accessible information about social housing organisations' residential and non-residential assets.

Data is integrated to form a single, holistic view of properties and their history, including refurbishments, repairs, occupancy and voids, fixtures, fittings and warranties.

The Hub supports a detailed approach to managing asset data in property and object hierarchies and helps to ensure assets are managed to meet corporate objectives, regulatory requirements and customers' expectations.

Increasing understanding, the Hub's wide-ranging applications and benefits include:

▷ **Improved value for money and sustainability by using resources more effectively and efficiently.**

▷ **Identifying and resolving problems earlier.**

▷ **Enabling data-driven Asset Appraisal Modelling and reducing investment risks.**

▷ **Easier reporting, accounting and planning.**

▷ **Improved safety and compliance, including Golden Thread recording and reporting.**

▷ **Better management of voids and property suitability as part of an enhanced understanding of assets, features and occupancy.**

Master Data Management (MDM)

Sentinel's unique and innovative technology enables organisations to go far beyond traditional Master Data Management strategies to manage, integrate and share data internally and with all their business partners.

Many of our clients started with basic MDM aspirations but have gone on to apply our solutions far more extensively, delivering true data-driven innovation and collaborative partnerships.

Data quality is improved through intelligent integration and the automatic identification of discrepancies, with the provision of focused lists for correction.

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CUSTOMER HUB

Driving a data-led response to customers

The accurate single view provided by our Data Hub helps housing organisations to better understand and respond to customers' current and future needs.

Integrated information can be fed back into existing systems, improving customer management by providing a comprehensive picture of people and a deeper understanding of the services or additional property features they need.

The provision of improved insight empowers organisations to deliver modern, efficient housing services and achieve their objectives by becoming more needs-driven, proactive and innovative.

It also helps them to identify and meet the expectations of customers who are vulnerable or have specific risks to be catered for, such as a risk of falling.

Additional applications and benefits of high-quality, unified data include:

▷ **Right-first-time services driven by rich data intelligence.**

▷ **Using data to be proactive and preventative, rather than always responding after the event.**

▷ **A greater understanding of risk through detailed chronological records for all tenants.**

▷ **Improved collaboration and more effective working with local authorities and other partners.**

▷ **Fast, easy reporting thanks to centralised information that's simple to sort and extract.**

Next-generation insight for future-focused services

Powerful analysis software and next-generation predictive software are only as good as the data they are fed.

Holistic data, with accurate, integrated data at its heart, provides the foundation for housing organisations to use and benefit from advanced intelligence.

Linking to the new technology, our Data Hub enables them to identify and understand trends sooner and respond more quickly to customers' changing needs.

As housing associations develop and their remit becomes broader, the agile Hub evolves with them, continuing to provide key information to support delivery in areas such social care and health care, including a response to Covid-19.
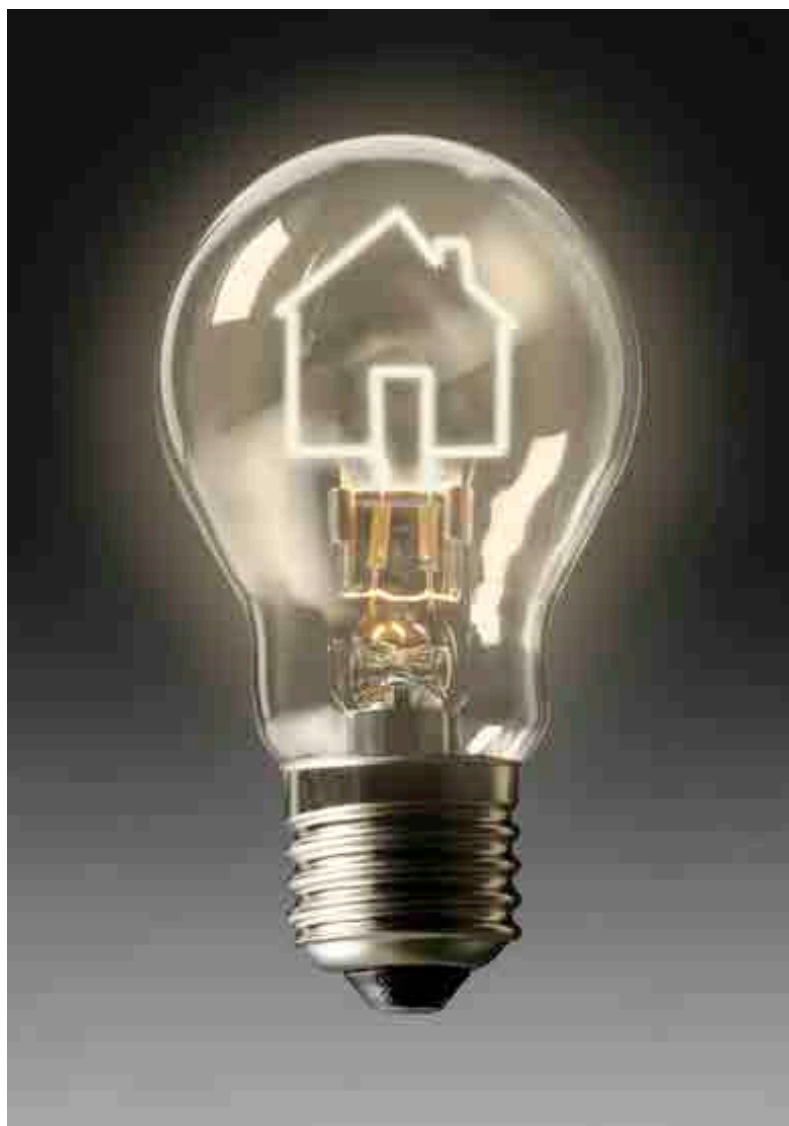
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Overcoming the data challenges of organisational transformation

Disparate data, often exacerbated by mergers, decreases efficiency and effectiveness and can also impede the success of organisation transformation projects.

Comprehensive integration and standardisation of data is a prerequisite for positive change and growth. Our Data Hub software enables social housing organisations to overcome the data challenges that hold them back.

Providing a strategic data platform for transformation projects, as well as effective strategy planning and evidencing, the applications and benefits of our Hub include:

▷ Unified data leading to a more integrated organisation following mergers.

▷ Identifying areas for improvement and alignment in different business areas.

▷ Helping organisations become more agile and respond to new demands for home use.

▷ A data platform for embracing and analysing smart homes (IoT) technology.

▷ Stronger evidencing to support strategy and planning – giving clarity that what you do does what you want.

A key element of a robust tenancy fraud policy

Sentinel's Housing Data Hub helps to tackle social housing fraud by using sophisticated data-matching technology to detect different types of fraud.

Supporting any tenancy fraud policy, Sentinel's software works by automatically highlighting data patterns and anomalies that can indicate a tenant is not legally entitled to occupy a property or has obtained it fraudulently.

Our solution can identify:

▷ Subletting fraud and Key-selling

▷ Application/allocation fraud

▷ Right-to-buy/right to acquire fraud

▷ Succession fraud

Through a web-based portal, our technology can also provide a real-time check as part of an application or assessment process – another way we help housing providers focus on supporting those in genuine need.

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Find out how we can transform your data world.

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