

## WHY HAVE COLNE HOUSING SOCIETY BEEN A CUSTOMER FOR 20 YEARS?



Colne Housing Society have used OmniLedger's fully integrated Housing Management and Finance System, Pyramid, for 20 years and there are several members of staff who remember the transition from paper to electronic records with fondness.

Accounts Manager Suzanne Bowden has just completed 20 years service at Colne. She says "*without OmniLedger continually making my life easier I would have left years ago!*"

Over the years Colne Housing Society has expanded and now has over 2,000 units and more than 50 staff. Five years ago a comprehensive review of the IT system was carried out, which included research into other Housing Management Solutions. Happily, the resounding decision was to stay with OmniLedger, for a number of reasons:

- **Flexibility** – OmniLedger is flexible and works to meet Colne's objectives, rather than IT dictating policies
- **Future developments** – OmniLedger are continually looking to improve their products and service delivery
- **Partnership working** – a dedicated Account Manager who regularly meets to discuss Colne's specific requirements to ensure efficiency gains
- **User friendly** – staff find the system easy to use
- **Costs** – delivers excellent value for money

Lynne Shea, Finance Director at Colne, is looking forward to future developments; "*this year has seen the successful implementation of a number of projects - Electronic ordering and invoicing for our responsive repairs contractor, web based access for our residents to see their rent accounts and progress on repairs, and custom fields giving all sorts of additional functionality. Mobile working and an executive dashboard displaying key management information are next on the horizon. In terms of the next 20 years, I am confident that OmniLedger will be at the forefront of new technology and introducing improved methods of working*".

Lynne Shea  
Finance Director, Colne Housing Society  
June 2008

Year Installed: 1988 / Units: 1851 / Previous System Used: Manual

