



### Why Arcon Housing Association chose Omniledger

Arcon Housing Association was established in 1972 and operates in the north west of England providing approximately 1,200 homes. The Association has a mixture of general needs social housing, specialist housing, market rent and properties managed under commercial property management contracts.

The Association decided in 2001 that its existing property management system would not provide the fully integrated system it required and therefore decided to look to other IT companies for another solution.

Suppliers with a proven track record for providing systems to similar sized Associations were selected and a short list of three was drawn up. An important issue for the Association was to ensure that all staff were involved in the selection process and consequently representatives from the Housing Management, Maintenance and Finance departments were present at system demonstrations given by all three companies.

All three systems performed well but OmniLedger's Pyramid was rated first by all departments for ease of use and the clarity of the screens. Relevant management reports came as standard and the arrears reporting in particular was very comprehensive. General housekeeping and data processing were equally as good and navigation from tenants to properties and vice versa using the 'drill down' facility was also impressive. In addition the system represented excellent value for money.

Questionnaires were also sent to 5 reference sites chosen at random from the client lists supplied by the IT companies involved and OmniLedger's clients without exception gave very favourable responses to a variety of questions concerning the system's performance. This process was finally confirmed by 2 site visits where the system was seen to be operating as effectively as it had during the presentation stages.

Arcon is confident that the transfer will be managed smoothly and are encouraged by the attitude of the OmniLedger team and their willingness to provide solutions to any issues we have raised to date.

Marnie Bamford  
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