



OMNILEDGER

# TESTIMONIALS

## One CIC



### One CIC awards a contract for OmniLedger to supply them with a Pyramid Housing Management system.

Established in 2020, at the height of the Covid crisis, One CIC was created to make a positive impact on people who are affected by homelessness. Their belief is that "We Are All One" and they have one simple yet dynamic plan; their mission is to work shoulder to shoulder with people who are homeless to develop a social enterprise, delivering high-quality accommodation, support, training and employment.

They offer people the support they need to maintain their tenancy and learn the key skills needed to live independently and play an active role in their community.

**Tracy Bovington, One CIC's Chief Executive Officer** said, "Having started to look for a suitable housing management system, we engaged an IT partner to broker the tender process. As part of this project we produced a very clear ROI plan and identified several specialist systems that could meet or deliver a housing management solution and support us.



We then approached OmniLedger, as a couple of our housing managers had previous working experience with their Pyramid Housing Management System. OmniLedger provided a very swift and in-depth response to our RFI, answering all our key selection criteria extremely well. All of which was provided within our tight schedule.

Their subsequent tender response was also comprehensive and answered everything we requested within the deadlines provided. Moreover, all OmniLedger's responses were very customer focussed and it was clear that the system had the functionality that we needed with excellent reporting elements. We were also incredibly impressed with their customer service and attentive process, and reference sites were sought to confirm our initial impression.

The demonstration of the Pyramid system was very impressive, and they had ensured that it was relevant to the needs of our business.

OmniLedger stood out above all the other companies during the entire process and it was important to us that they would not only be able to implement the system efficiently and effectively, but that they would grow with us as a true housing management partner.

We started the implementation process just prior to Christmas 2020 and the project management has been very well organised, personable, and incredibly efficient. The team have held our hand every step of the way and worked with us to get to know our business values and visions, suggesting the most efficient ways in which to implement the system. All milestones and deadlines have been met and the whole experience has been very enjoyable.

We have already seen rapid growth over the last 6 months and this will continue for the next 18 months at quite a pace. It is essential that the system is set up ready for the growth and we know that Pyramid will play a huge part in the organisation and evaluation of our performance as a business.

We are already working with the OmniLedger team to integrate Pyramid with Xero, our financial tool, and we envisage even more efficiencies created with reporting and the monitoring of KPIs. Looking ahead, we will be adding further elements to include mobile applications that ensures tenants have on-demand easy access to relevant information, as well as produce reports that supports the interests of our partners and stakeholders, thus creating confidence in One CIC's performance and organisation."

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