Transforming resident services and workforce productivity

Together we can

vodafone business

Accelerating the digital journey

Operating with large mobile workforces, Housing Associations across the UK have been quick to adopt digital tools to enable remote working. The ongoing housing crisis has seen a growth in demand for services, prompting a digital channel shift to improve service delivery and streamline back office functions.

The impact of COVID-19 in 2020 has further accelerated the use of digital services, with digital programmes now being realised at scale. Housing Associations are investing in cloud access and more intelligent data networks to deliver against their ambitious digital plans for keeping residents safe, employees productive, and properties easy to maintain.

Vodafone is at the forefront of making this happen with innovative technology and robust network connectivity.

This document explains how our vision for Housing Associations is helping to speed up change.

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A long-term commitment to delivering change
Sharing the same vision, values and purpose

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Transforming housing services

Housing Associations are using digital and mobility solutions to respond to the unique pressures of this sector. From legislation, such as Fitness for Habitation, and increased competition, to budgetary pressures and a growing demand for social care resources, there has never been a greater need for new digital technologies and mobile connectivity.

There is also a heightened expectation from residents who have become used to 24/7 online access to utility suppliers, service providers and retail chains. It is no wonder that Housing Associations are embracing social media channels and smartphone apps to open up multiple ways for residents to access their services.

Connected computer systems also link frontline employees to centralised support teams. They're delivering always-on access to information, such as the condition and utilisation of assets for predictive maintenance. All this enables faster, more targeted service delivery, for less cost than ever before.

Customer Story – Wirral Council and Age UK

Connectivity: Linking citizens with loved ones

Making change happen – right now

At Vodafone, our track record with Housing Associations rests on a deep understanding of the challenges faced by business leaders in this sector, day in, day out:

- You need trusted core connectivity to help strengthen your relationships with residents.
- You want to use the best tech for reducing the thousands of trips your maintenance teams make every year.
- Paperless ways of working, regulatory compliance and a painless cloud migration are other key objectives.
- You also need to find a better way to monitor vulnerable residents and safeguard lone workers.

All of this involves ongoing rigour as Housing Associations test and implement new processes, technologies and working practices to drive efficiency.

We're already working with Housing Associations across the UK to accelerate the adoption of digital tools and discover the art of the possible with 5G to ensure they continue to deliver excellent service, whilst managing costs.

Live streamed concert for care homes

Live music: Streaming Katherine's sing-along

By enabling communications technology we are:

- Powering a data-driven workforce
- Creating intelligent homes
- Building the digital workplace

Vodafone won the 'operator with the best industry deployment' category at the 2020 5G Week Awards for two projects, one with motor manufacturer Ford, and the other with European airline Lufthansa.

Vodafone was named as the Best Network Provider of the Year 2020 by readers of leading technology advice website, Trusted Reviews. The award is voted for by customers.

Take a look at these interactive visuals to see where we're already making change happen.

With workforce mobility

Inside and around properties

In offices and contact centres

Powering a data-driven workforce

Workforce efficiency. It's what all Housing Associations strive for. After all, it's what keeps down your costs, enables a responsive service, and ensures your housing stock is efficiently maintained.

At Vodafone, we put data at the heart of this efficiency as we respond to an exponential growth in network use, cloud access and more intelligent data networks.

Our mobile technologies and networking capabilities are enabling workers to connect to these services and with each other.

- **A better service to residents:** We're helping to improve remote access to information, documents and central databases out in the community, giving mobile workers the power to take action and make decisions for a better service to residents – all in a secure data environment.
- **Improving maintenance efficiency:** Repair and maintenance teams can record on-site information directly onto mobile devices to reduce paperwork. Automated dynamic job scheduling allocates the best maintenance team for each job to speed up service delivery and improve workforce efficiency.
- **Better insight:** Our cloud-ready IT and digital services help Housing Associations to unlock the value of data, with analytics and intelligent feedback providing accurate resident insights. We enable this with robust, low-latency and reliable connectivity in line with our customers' adoption of agile working practices.
- **Supporting residents:** We've developed a mobile app tailored to the needs of housing and property management teams. This enables them to support residents in their own homes, for example, helping them to register for online services and support.

Customer Story – Wheatley Group

Community: Empowering housing officers out on the road

The tools we use to power a data-driven workforce

SD-WAN – Creating control of your network and delivering cost savings

The ability to easily and cost effectively optimise your network capability and performance to underpin business applications, including collaboration, video and voice. Find out how we're making this possible across the UK.

Vodafone Cloud & Security – Ensuring your data is always available and secure

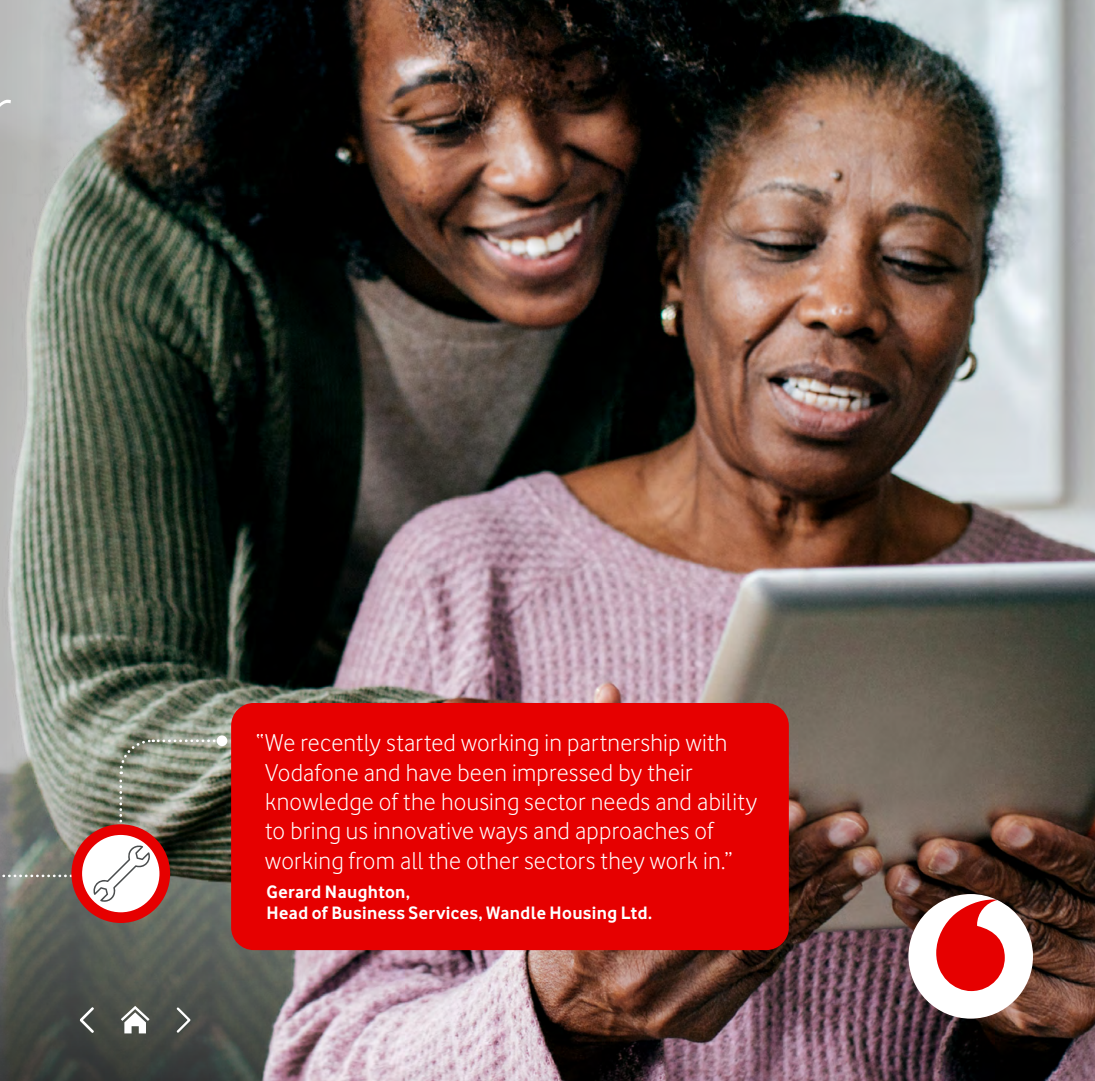
We enable a smooth, uninterrupted journey to the cloud with our range of traditional IT hosting, cloud-ready IT and digital services, allowing the mobile workforce to access information, communicate and collaborate from anywhere with an internet connection.

Unified Communications – Enabling better collaboration

Speed up lines of communication in a single converged communications network to enable better collaboration both inside back office buildings and with teams on site in your properties, including your own employees and others such as social workers.

Contact Centre – Flexibly responding to residents

Our contact centre solutions combine phone, email, live chat and more, so you can deliver the right experience for you and your residents. Both cloud-based and on-site solutions support agents working either in offices or from home.



"We recently started working in partnership with Vodafone and have been impressed by their knowledge of the housing sector needs and ability to bring us innovative ways and approaches of working from all the other sectors they work in."

Gerard Naughton,
Head of Business Services, Wandle Housing Ltd.

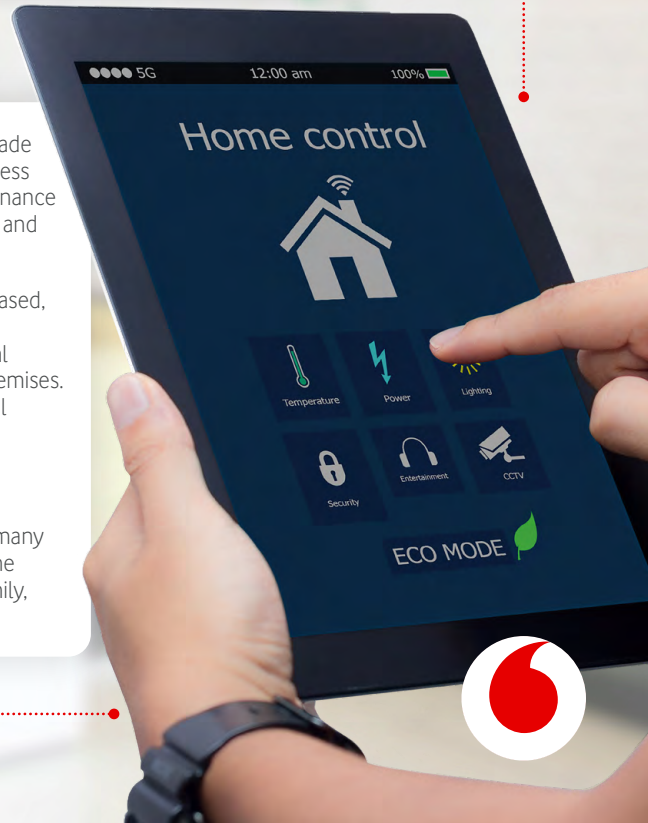
Creating intelligent homes

The more you know about your properties, the better able you are to manage them efficiently, safeguard vulnerable residents, and deliver an improved customer service.

Mobility solutions and modern network connectivity are helping to create intelligent homes for Housing Associations across the UK.

Customer Story – Mencap
Connected Living:
Enhancing quality of life

- **Cutting maintenance costs:** Our Internet of Things (IoT) sensors in properties improve the quality of response to residents' maintenance requirements, removing time consuming physical checks and reducing the need to provide unsolicited maintenance on boilers, pipes and damp prevention – all while adhering to maintenance schedules.
- **Resident safety:** Sensors in the home provide activity-based data, such as movement and temperature change, so that alerts can be provided when lone residents aren't acting in their normal way. This could also offer the ability for families and social carers to gain visibility of residents' wellbeing at the touch of a button with voice activated smart speakers for 24/7 support and protection.
- **Self-service:** Mobile and web technologies have made it easier than ever for residents to self-serve and access services via online portals, such as reporting maintenance issues – cutting the cost to the Housing Association and enabling a 24-hour access model.
- **Enhanced security:** Motion-triggered and cloud-based, easy-to-deploy mobile cameras provide compliant evidence to your desktop of intruders and anti-social behaviour around your properties, including void premises. This enables back office teams to pin-point historical incidents and leverage the intelligent data captured for use in prosecution when incidents get to court.
- **Supporting digital inclusion:** Our state-of-the-art fixed network is the largest in the UK and supports many thousands of homes by giving residents access to the connectivity they need for communicating with family, friends and in forums to limit their isolation.



The tools we use to create intelligent homes

Smart Cameras / Smart Vision – Giving you eyes where you need them most

Our Internet of Things portable Vodafone Smart Camera solution enables footage to be captured around your properties, day and night, in all weather conditions. Its portability means that it can be used in almost any location.

Smart Homes / Sensors – Remotely monitoring people and properties

Using the latest advances in Internet of Things, AI and mobile technology to remotely monitor people, homes or void properties and automatically send alerts to contact centre agents, carers, medical staff, or family as required.

Digital Voice Assistants – Giving residents a voice through technology

Linked to our Smart Homes solutions, digital voice assistants can be configured to voice activated commands aligned with residents' needs, such as booking a maintenance visit or to request an agent call back.

WiFi – Core connectivity promoting digital inclusion

Our connectivity gives residents the assurance of round-the-clock contact with friends, family and their housing provider. With reliable WiFi connectivity, Housing Associations can deliver clear and effective video communications that meet the growing expectations of residents, while enhancing digital inclusion within the community and enabling future technologies.

"Hyde were looking for a technology partner that could provide a full range of everyday telephony services, as well as one with insight into services that could provide leverage for business opportunities in the future. Vodafone quickly established themselves to be the credible technology partner of choice for Hyde through the range of services provided – and the delivery of cost savings was a welcome addition."

Rob Ferrari, Hyde Housing.

Building the digital workplace – in and outside the office

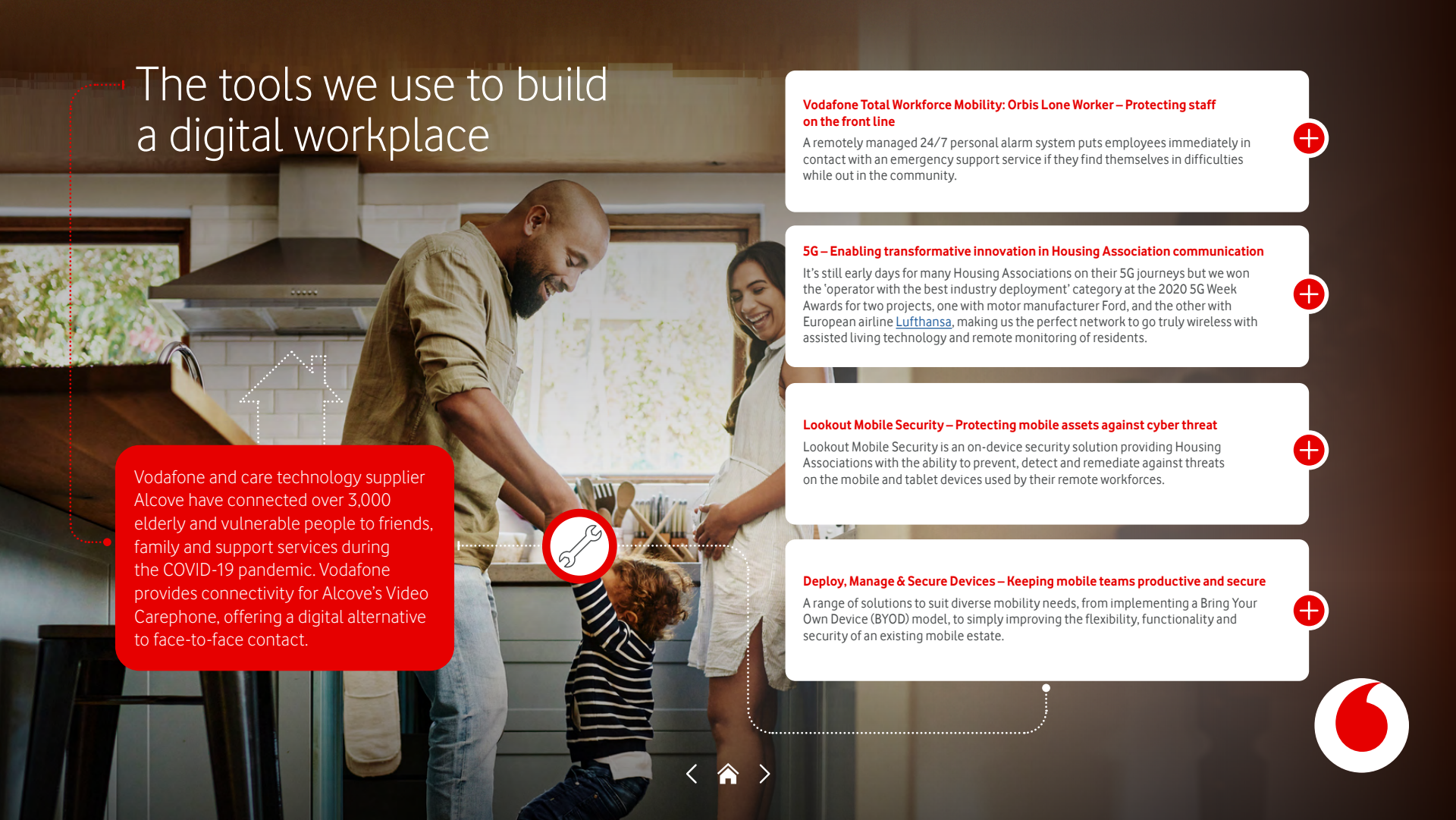
Housing Associations are using digital tools and automating processes to improve operational efficiency, ensure compliance and streamline back office support.

There's a growing use of IoT, multi-channel solutions and devices, all communicating with each other – and all creating the digital workplace.

- **Smart contact:** We enable alternative digital channels for residents to contact their Housing Association landlords. This drives quicker response times and improves the resident experience, while equipping multi-skilled contact centre agents to handle more queries, faster.
- **Regulatory compliance:** Simple, non-intrusive, in-home sensors that can monitor temperature, damp and CO2 are an ideal solution to give confidence to landlords and residents alike that homes are being suitably maintained and compliant in areas such as Legionella and carbon monoxide monitoring. This helps to ensure Fitness for Human Habitation.
- **Increasing productivity:** We're driving workforce efficiency through improved network coverage with 4G – and now 5G in some areas. We have invested over £2bn and were named the Best Network Provider of the Year 2020 by readers of leading technology advice website Trusted Reviews.
- **Duty of care:** Lone worker protection solutions are a great example of technology being used for good. We're helping to safeguard the people providing services on the ground, from housing officers to maintenance repair staff working alone in sensitive areas.
- **Smart asset management:** We're helping Housing Associations use Internet of Things (IoT) connected devices to track and manage assets, such as detecting leaks, boiler issues, damp, blocked gutters, communal lighting, etc. to drive a proactive response to residents' needs.

Customer Story – Social Landlord
Modernising: Sensors support Fitness for Habitation

The tools we use to build a digital workplace



Vodafone and care technology supplier Alcove have connected over 3,000 elderly and vulnerable people to friends, family and support services during the COVID-19 pandemic. Vodafone provides connectivity for Alcove's Video Carephone, offering a digital alternative to face-to-face contact.

Vodafone Total Workforce Mobility: Orbis Lone Worker – Protecting staff on the front line

A remotely managed 24/7 personal alarm system puts employees immediately in contact with an emergency support service if they find themselves in difficulties while out in the community.

5G – Enabling transformative innovation in Housing Association communication

It's still early days for many Housing Associations on their 5G journeys but we won the 'operator with the best industry deployment' category at the 2020 5G Week Awards for two projects, one with motor manufacturer Ford, and the other with European airline Lufthansa, making us the perfect network to go truly wireless with assisted living technology and remote monitoring of residents.

Lookout Mobile Security – Protecting mobile assets against cyber threat

Lookout Mobile Security is an on-device security solution providing Housing Associations with the ability to prevent, detect and remediate against threats on the mobile and tablet devices used by their remote workforces.

Deploy, Manage & Secure Devices – Keeping mobile teams productive and secure

A range of solutions to suit diverse mobility needs, from implementing a Bring Your Own Device (BYOD) model, to simply improving the flexibility, functionality and security of an existing mobile estate.

A long-term commitment to delivering change

At Vodafone, we are committed to helping Housing Associations in the UK accelerate their digital transformation. As the huge value of technology and connectivity continues to be recognised, we're investing in the capabilities to speed this transformation.

Yet we recognise that budgets are still a challenge. The key is to truly innovate through technology. Using it for improved and more cost-efficient service delivery to residents. To enable predictive maintenance. To better manage resources and feet on the ground. And to use data captured from sensors, mobile devices and intelligent networks for a superior resident experience.

Vodafone is a purpose-led business. Just like Housing Associations. We want to help you use digital to forge stronger relationships with your residents. We bring network scale and reliability, enabling Housing Associations with offices across the UK to deliver their best work, from anywhere.

Looking to accelerate your digital transformation?

To find out more about how we're helping Housing Associations across the UK harness digital opportunities, contact your Vodafone Account Manager or call 0808 099 8877

Together we can

vodafone business

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Software Defined Wide Area Network (SD-WAN)

SD-WAN – Creating control of your network and delivering cost savings

Why SD-WAN?

Keeping things simple is often the quickest and most efficient route to managing change while keeping your communications up and running. SD-WAN makes this happen. It unravels complex network infrastructures and offers a clear, cost effective path to network transformation.

What's the solution?

SD-WAN is simply an SD network applied to a WAN. Vodafone SD-WAN allows Housing Associations to configure and control their network to optimise application performance and asset utilisation quickly and easily via a self-service online portal. It uses the cloud to dynamically steer connectivity and its smart, yet simplified, network technology delivers a sustained communication network service 24/7.

What's the outcome?

- Housing Association employees can confidently use their digital tools to collaborate and work securely across both legacy and new systems.
- Network managers have a single point of access for quick and easy control of a network that intelligently anticipates demand.
- Gateways that allow us to support a hybrid estate of traditional and SD-WAN sites during transition to your new SD-WAN ensure any dual running costs are kept as small as possible.
- The ability to "right size" your network. Housing Associations can have many site locations all with different requirements and size. SD-WAN gives the flexibility to "right size" your network and connectivity requirements, leading to cost and performance efficiencies.

Vodafone Total Workforce Mobility: Orbis Lone Worker Protection

Safeguarding workers in vulnerable situations

Why Vodafone Total Workforce: Mobility Orbis Lone Protection?

Housing Association employees often find themselves working alone in sensitive or remote areas. Employers have a duty of care to these frontline workers, from housing officers to maintenance repair staff. It is also important for employees to feel confident that appropriate measures to protect them have been taken.

What's the solution?

Our solution is a remotely managed personal alarm system that puts employees immediately in contact with a 24/7 alarm receiving centre (ARC) if they find themselves in difficulties while out in the community.

The service provides two levels of protection (Red and Amber). Amber alerts allow lone workers to leave a brief message before embarking on a potentially dangerous job. They input the expected duration of their visit into a countdown timer. If the timer expires or they manually trigger a Red alert, the message is then relayed to the ARC operators working 24/7 who will listen to the call, assess the situation, locate the worker and coordinate an appropriate response – summoning emergency services if necessary.

What's the outcome?

This round-the-clock service gives peace of mind to both managers and lone workers that they are being monitored against a wide range of threats or challenges, including verbal and physical abuse, accidents, illness, or injury.

The benefits include:

- Direct dialling to police control rooms across England and Wales
- Secure solution ensures employees can work in safety
- Discreet service that's effective and simple to use
- Quick, accurate location of lone workers
- Satisfies legal requirements to protect employees
- Morale increases through the reassurance of rapid assistance

Smart Cameras/Smart Vision

Monitoring properties

Why Smart Cameras/ Smart Vision?

Residents want to feel safe and to live in a great place. Unfortunately, not everyone feels the same. Property damage and theft are familiar issues for Housing Associations across the UK. Better monitoring can act as both a deterrent and a means for prosecution.

What's the solution?

Our Internet of Things Smart Cameras/Smart Vision solution discretely monitors properties with high-resolution footage, whatever the conditions, adding a layer of intelligence to existing cameras – turning them into smart devices. This enables Housing Associations both to record footage and live stream when necessary over our network, and to allow for remote viewing and analysis with the help of our powerful application.

What's the outcome?

Visibility in and around your properties 24/7, enables you to maintain a watchful eye on your housing stock.

Smart Home/Sensors

Safeguarding the vulnerable

Why Smart Homes/Sensors?

The Internet of Things makes it possible to transmit information over the internet that's been captured from an object or device, such as sensors reading temperature and humidity in a building. Ops and maintenance teams can then make decisions about maintenance and compliance and monitor the condition of a building remotely in real time.

What's the solution?

Our IoT network and smart solutions are being deployed by Housing Associations across the UK. For example, sensors on and inside buildings, such as homes and void properties, enable ambient conditions to be monitored, including temperature and humidity, or movement to be spotted where a property should be empty.

Digital Voice Assistants are also part of our Smart Homes solutions and can be configured to voice activated commands aligned with residents' needs, such as booking a maintenance visit, to request an agent call back, or receive reminders about medication.

What's the outcome?

IoT sensors in and on buildings are safeguarding residents and preventing theft or damage to properties. Exceptions in movement and events can be detected and alerts sent automatically to contact centre agents, carers, medical staff or family as required so that remedial action can be taken and help given 24/7, 365 days a year. Each task can be monitored and managed with full visibility of progress, resolution or escalation as needed.

5G

Enabling transformative innovation in Housing Association communication

Why 5G?

Slow data transfer, buffering and loss of service are hampering the ability for Housing Associations to receive and send documents, records and images, or even live stream from a property, either to maintenance teams or direct to care providers. 5G may just be the solution. Currently, Housing Associations have yet to fully adopt 5G, but when they do, we'll be ready. 5G offers the prospect of going truly wireless, with current use cases in the areas of assisted living technology leveraging IoT and remote monitoring of residents.

What's the solution?

We're helping Housing Associations get future ready. Gradually being rolled out across the UK, 5G mobile networking is the successor to 4G – and it's up to 10 times faster. It supports high capacity and highly-reliable mobile connections, which have the potential to bring a new era of connectivity for Housing Association employees and residents. 5G enables the transfer of images and data that typically use high bandwidth, which is especially useful to support assisted living technology using IoT when remotely monitoring residents in care homes. In addition, as resident 'silver surfer' expectations grow, 5G will enable quick and reliable downloads to enhance the living experience.

What's the outcome?

- The provision of specialist telecare to vulnerable residents, such as via wearable IoT technology, offers great scope for improving resident health and wellbeing.
- Housing Association employees often travel hundreds of miles between properties every day and 5G can enable them to download critical documents in just seconds, with no more jittery images.
- Always-on, high quality video means images in and around a property can be shared and discussed in real-time between disparate teams.
- As Housing Associations continue to introduce Internet of Things (IoT) applications, 5G's capability and low latency can support the collection of massive amounts of data from IoT apps to drive down costs and safeguard vulnerable residents.
- As Housing Associations start to consider the capability of their connectivity infrastructure, 5G can enable reliable back-up in conjunction with software defined networking. This will allow Housing Associations to "right-size" their network – creating cost savings and greater agility in responding to changing needs.

Lookout Mobile Security

Protecting mobile assets against cyber threat

Why Lookout Mobile Security?

Housing Associations typically operate with large mobile workforces. Safeguarding devices against cyber threats is a priority in a world where attacks are increasingly smart and persistent.

What's the solution?

Lookout Mobile Security is an on-device security solution providing Housing Associations with the ability to prevent, detect and remediate against threats on the mobile and tablet devices used by their remote and mobile workforces. It provides an intuitive cloud-based admin interface that easily allows real-time visibility of any mobile risks faced by your employees.

What's the outcome?

- **Measurable deduction of risk:** Understand your organisation's mobile risk at a glance.
- **Post-perimeter protection:** Protection from phishing attempts, network attacks and more.
- **Visibility into mobile incidents:** Respond quickly and effectively with real-time visibility.
- **Securely enable mobility:** Increase productivity and stay competitive with flexible mobility programs.
- **Privacy by design:** Privacy-control features to ensure your data and employee privacy is upheld.
- **Easy to deploy and maintain:** Cover your entire mobile fleet from the Lookout console.

Deploy, Manage & Secure Devices

Keeping mobile teams productive and secure

Why Vodafone's Deploy, Manage & Secure Devices?

Housing Associations depend on their mobility solutions to keep their mobile teams connected and productive. And with investment in remote working practices accelerating, there's an additional imperative to improve security and control of mobile phones and devices, as well as to centrally standardise device configuration.

What's the solution?

We provide Housing Associations with a range of Mobile Device Management (MDM) solutions, enrolment services and security services to suit diverse mobility needs, from implementing a Bring Your Own Device (BYOD) model, to simply improving the flexibility, functionality and security of an existing mobile estate.

What's the outcome?

- **BlackBerry Spark Unified Endpoint Management** helps you to easily manage personal and business devices, keeping your employees connected and your data secure.
- **Apple Device Enrolment Program** allows you to securely set up and manage your Apple devices and ensure they're configured correctly for your business.
- **Samsung Knox Mobile Enrolment** enables you to add thousands of Samsung devices to your enterprise at once, without having to manually enrol each one.
- **Trend Micro** secure your Windows, Mc Android and iOS devices wherever they are, increasing security and eliminating potential threats.

Unified Communications

Enabling better collaboration

Why Vodafone Unified Communications?

Over time, Housing Associations have deployed different systems (fully or partially), while maintaining legacy telephone infrastructure and having little to no effective convergence and collaboration solution in place. Our Unified Communications help to fix this fractured landscape with one of the biggest, most reliable voice and data networks globally.

What's the solution?

Vodafone Unified Communications deliver convergence of fixed, mobile and messaging services on a single platform, or in a fully managed cloud-based service. This helps to address the limitations of any legacy systems in place. Flexible working means that teams working remotely and travelling from property to property can benefit from highly available communication and collaboration capabilities normally only experienced in the workplace.

What's the outcome?

Speed up lines of communication in a single converged communications network to enable better collaboration across departments and functions, inside Housing Association contact centres and other buildings, as well as out in the community.

With high network availability, Unified Communications from Vodafone will enable you to:

- Get closer to your residents.
- Improve the effectiveness of your workforce.
- Simplify your communications.
- Secure your organisation's information.

Vodafone Cloud & Security

Ensuring your data is always available and secure

Why Vodafone Cloud & Security?

By enabling the seamless and secure flow of data across your organisation – between people, places, applications and things – our cloud solutions help fast-track digital transformation.

What's the solution?

Our goal is to make cloud work for you. As a leading partner in connectivity, multi cloud and security, we help Housing Associations make the most of the cloud opportunity. Our services support every stage of the cloud journey as we:

- **Advise:** Helping you to decide on the best solution for your needs.
- **Build:** Build a secure and reliable cloud infrastructure.
- **Move:** Safely and simply migrate your data and applications.
- **Manage:** Keeping your cloud solution, secure, up to date, available and efficient – all managed on your behalf.

What's the outcome?

A well-executed cloud strategy can be truly transformative. Cloud unlocks new opportunities to put data at the heart of business, changing the way data is captured, held and analysed, adding value to the services you provide to your residents.

With our range of services:

- Workers can operate remotely, with ready and secure access to the right systems and data.
- Back office teams and support agents can reach and engage residents.
- You can deploy and scale new virtual services, overcoming physical barriers and the constraints of legacy technologies.

Contact Centre

Flexibly responding to residents' needs

Why a Vodafone Contact Centre?

Residents have become used to an always on, always connected service from retailers and utility providers. They now expect their landlords to provide a similar level of connectivity so that they can report issues, access forms, or ask for help whenever they need it. At the same time, Housing Association support agents want the flexibility to work both from home and in offices – something that has become a priority since Covid-19.

Even at Vodafone UK, during the Covid-19 pandemic 100% of our contact centre staff worked from home.

What's the solution?

Our contact centre solutions combine phone, email, live chat and more, so you can deliver the right experience for your contact centre teams and your residents. Both cloud-based and on-site solutions support agents working either in offices or from home, with our omni-channel cloud contact centre solutions letting residents switch between channels with ease. The ability to add capabilities in a modular fashion keeps the contact centre platform evergreen.

What's the outcome?

- The modular approach provides a reliable foundation for how people want to work today, while future-proofing your contact centre for the future.
- You can create alternative digital channels for residents to contact your organisation, driving quicker response times and improved resident experience.
- Residents receive a more personalised service, with intelligent routing ensuring they reach the right agent and get help as quickly as possible. This reduces frustration and waiting time, especially during busy periods.
- Choose the functions you need to provide the best experience for your customers and agents – and only pay for those you need.

WiFi

Core connectivity promoting digital inclusion

Why Vodafone WiFi?

Reliable WiFi enables improved service delivery and digital inclusion in buildings where 4G and now 5G network coverage is patchy. This gives residents the assurance of round-the-clock connectivity with friends, family and their housing provider.

What's the solution?

Housing Associations can deliver clear and effective video communications that meet the growing expectations of residents, while enhancing digital inclusion within the community. In addition, reliable connectivity enables future technologies. As such, Housing Associations transitioning away from traditional analogue alarms (pull-cords, push button, etc) have a digital telecare solution they can rely on.

What's the outcome?

- As more residents use digital channels via WiFi to contact your support teams, you can reduce back-office costs and speed up response times.
- Isolation is minimised as tenants in their own Housing Association homes or residents in care homes communicate with ease.
- Health and wellbeing are improved with residents able to access online services, from Housing Association-led initiatives to services further afield.
- You can keep your community-based workforce connected with WiFi even in areas and buildings with inadequate mobile coverage.

A Social Landlord in Wales

What they wanted

A not-for-profit Registered Social Landlord in Wales is trialling our Internet of Things sensors to better monitor its property estate. This reflects the organisation's approach to modernising service delivery, for example it provides tenants with an online portal to book repairs. The organisation is trialling the IoT sensors as a valuable property management resource, which could help it meet 'Fitness for Habitation' criteria.

What we did – IoT property sensors

We are working with the Social Landlord on a proof of concept (PoC) for our Internet of Things sensors. The PoC is using sensors, typically two per house, that can be used to monitor a wide range of conditions, from temperature, humidity and carbon monoxide levels, to motion and sound, depending on the options chosen. IOT-enabled sensors take very little time to set up and there is a long battery life, which leads to reduced maintenance costs.

What's the outcome?

Currently still at Proof of Concept, the IOT sensors could help the Social Landlord tackle one of its biggest property problems, that of damp and humidity. This is its biggest cost of repair. The solution replaces manual checks and detects environmental conditions conducive to mould.

Another potential outcome of using our IOT property management sensors is better monitoring of vulnerable tenants, for example, someone who has recently come home from hospital. The sensor can recognise movement if someone walks past. It then sends information to a management portal, which a housing officer/social care worker responsible for that individual can access. If an individual's level of movement has dropped, it could suggest the tenant has fallen and an alert can be sent to a contact centre.

A mobile workforce

Click a + to find out more

Connectivity for staff and community providers

Fleet Telematics

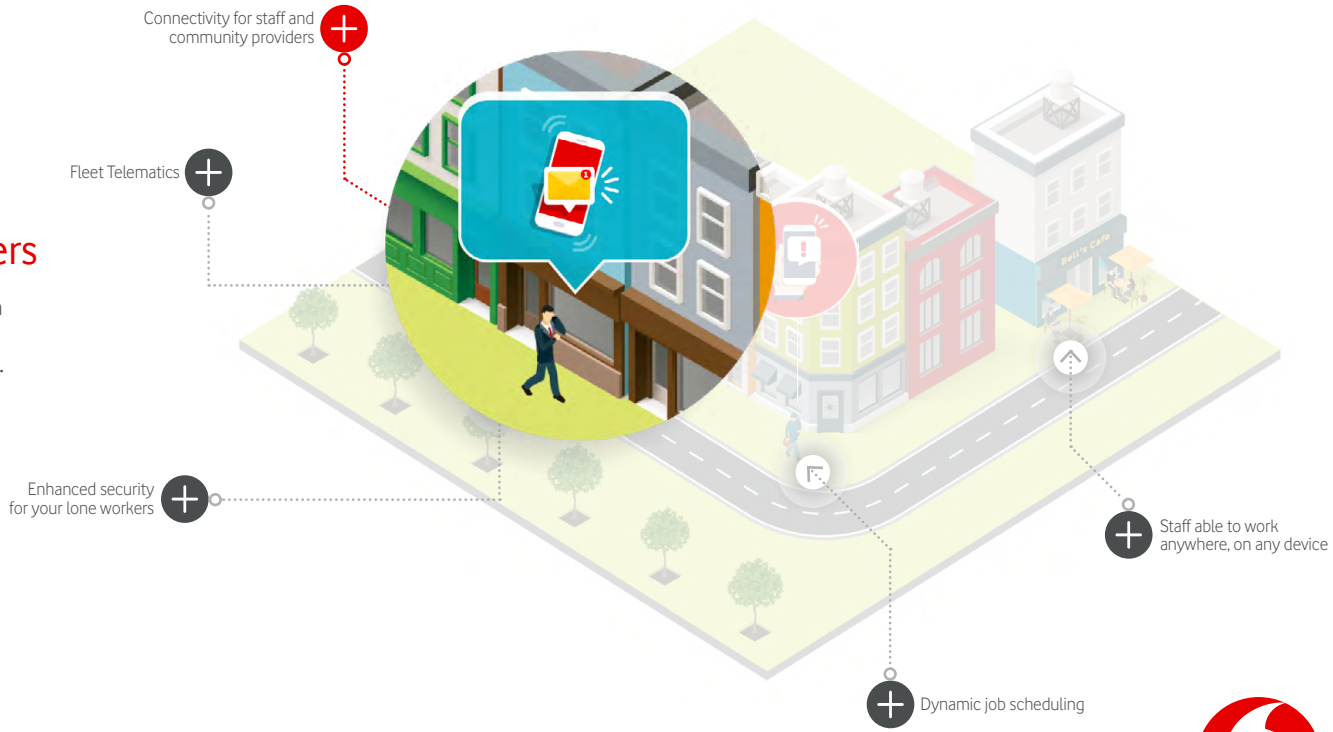
Enhanced security for your lone workers

Staff able to work anywhere, on any device

Dynamic job scheduling

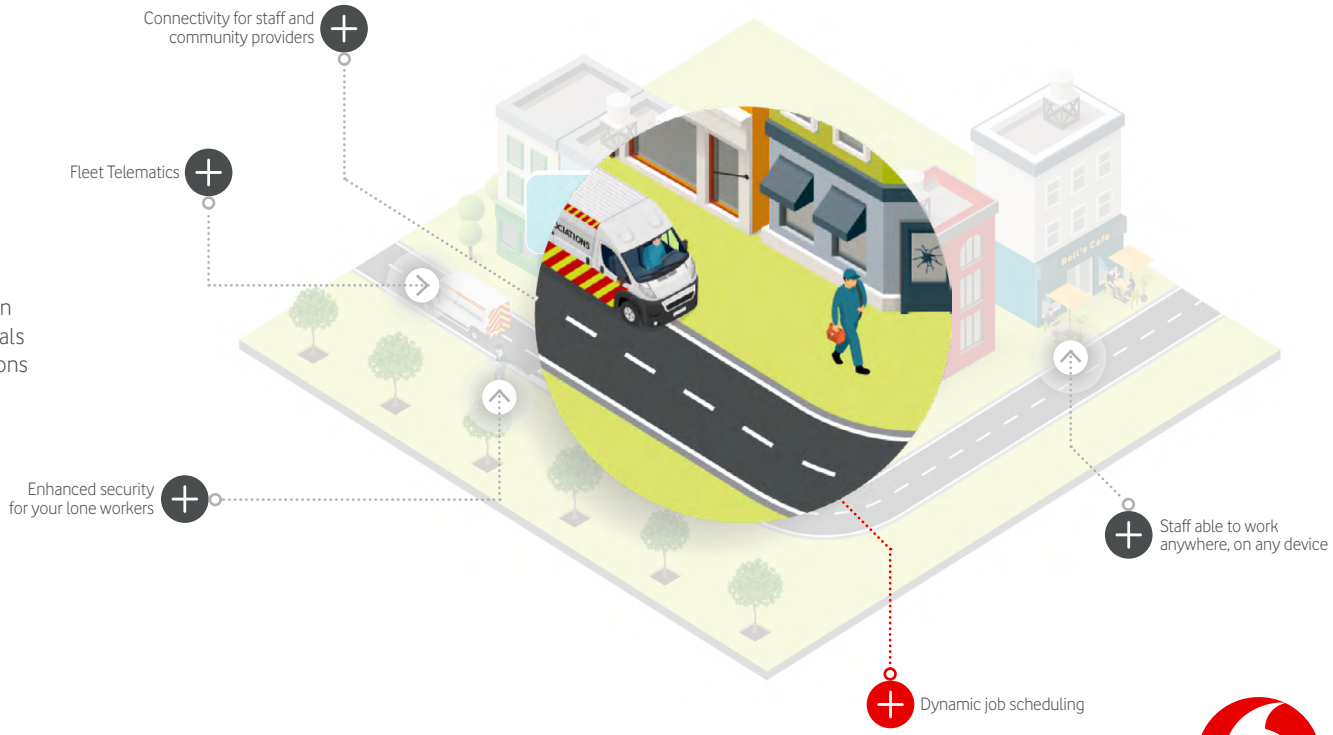
Connectivity for staff and community providers

Convergence and collaboration tools such as VONE extend from the office to other associated services such as social workers.



Dynamic job scheduling

People tracking and lone worker protection creates a safer environment for professionals that work in the community, and applications can deliver efficient job scheduling.

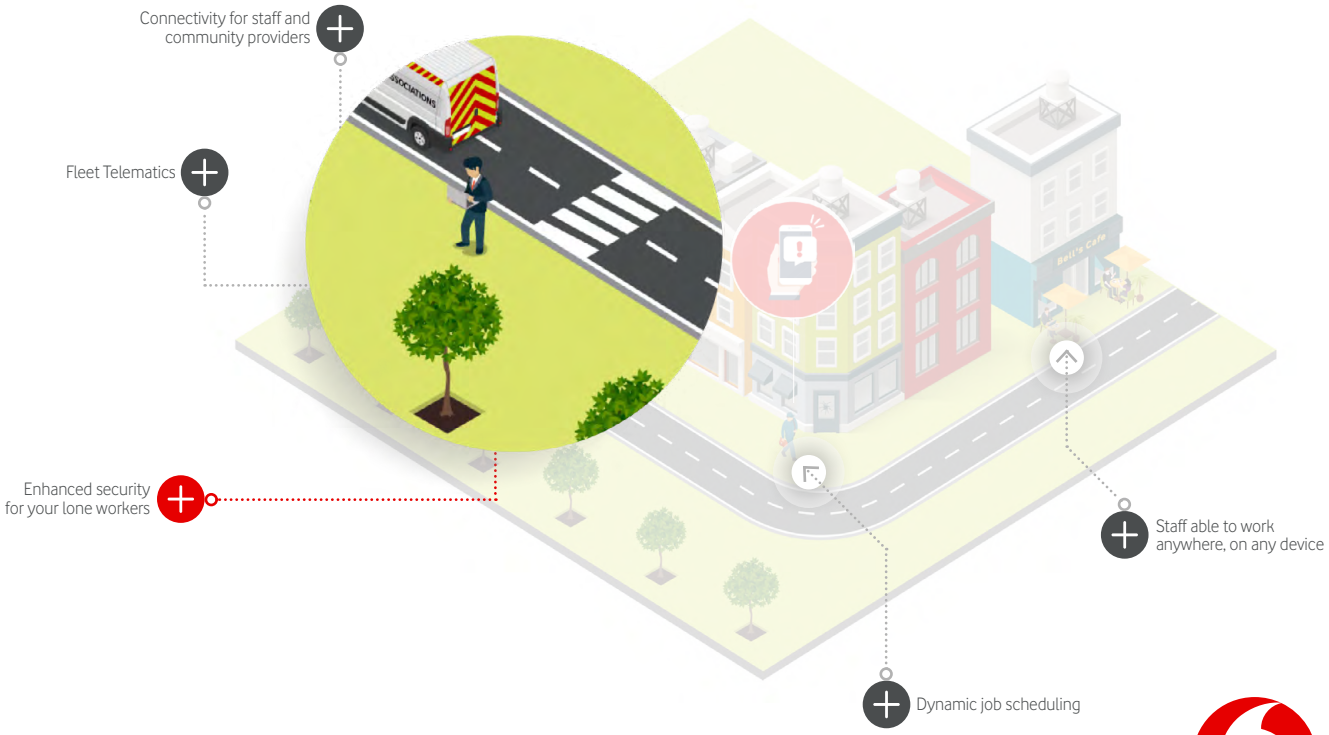


Staff able to work anywhere, on any device

Flexible working with access to housing systems and applications powered by IoT.

Enhanced security for your lone workers

Housing officers or maintenance repair staff working alone in sensitive areas.



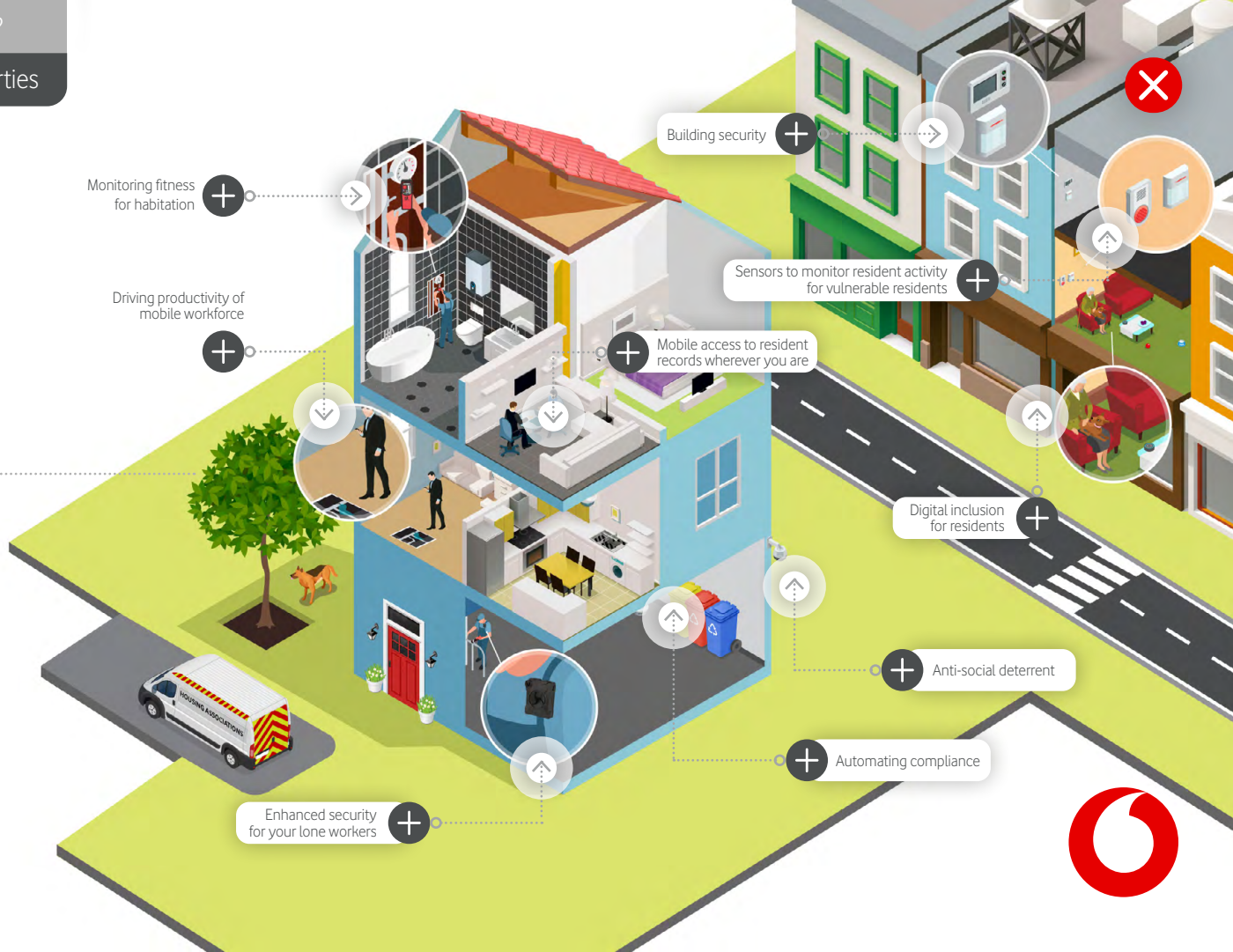
Fleet Telematics

Up-to-date, accurate insight into location, status, and speed of your vehicles.

How can Vodafone help?

Inside and around your properties

Click a + to find out more



How can Vodafone help?

Inside and around your properties

Monitoring fitness for habitation

Sensors aiding preventative maintenance and automating repair booking – e.g. leaking pipes, boiler maintenance, damp issues.

Monitoring fitness for habitation

Driving productivity of mobile workforce

Mobile access to resident records wherever you are

Building security

Sensors to monitor resident activity for vulnerable residents

Digital inclusion for residents

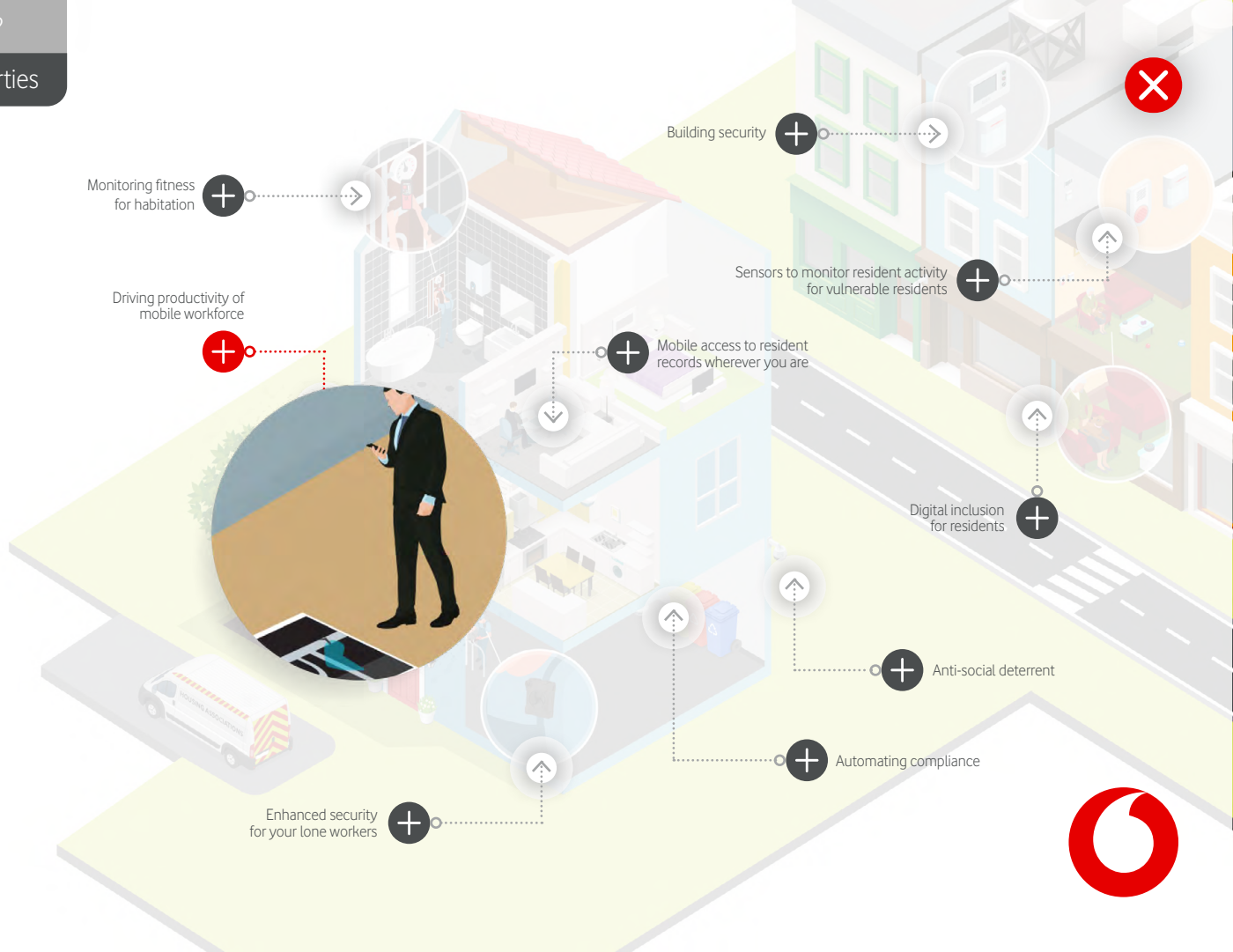
Anti-social deterrent

Automating compliance

Enhanced security for your lone workers

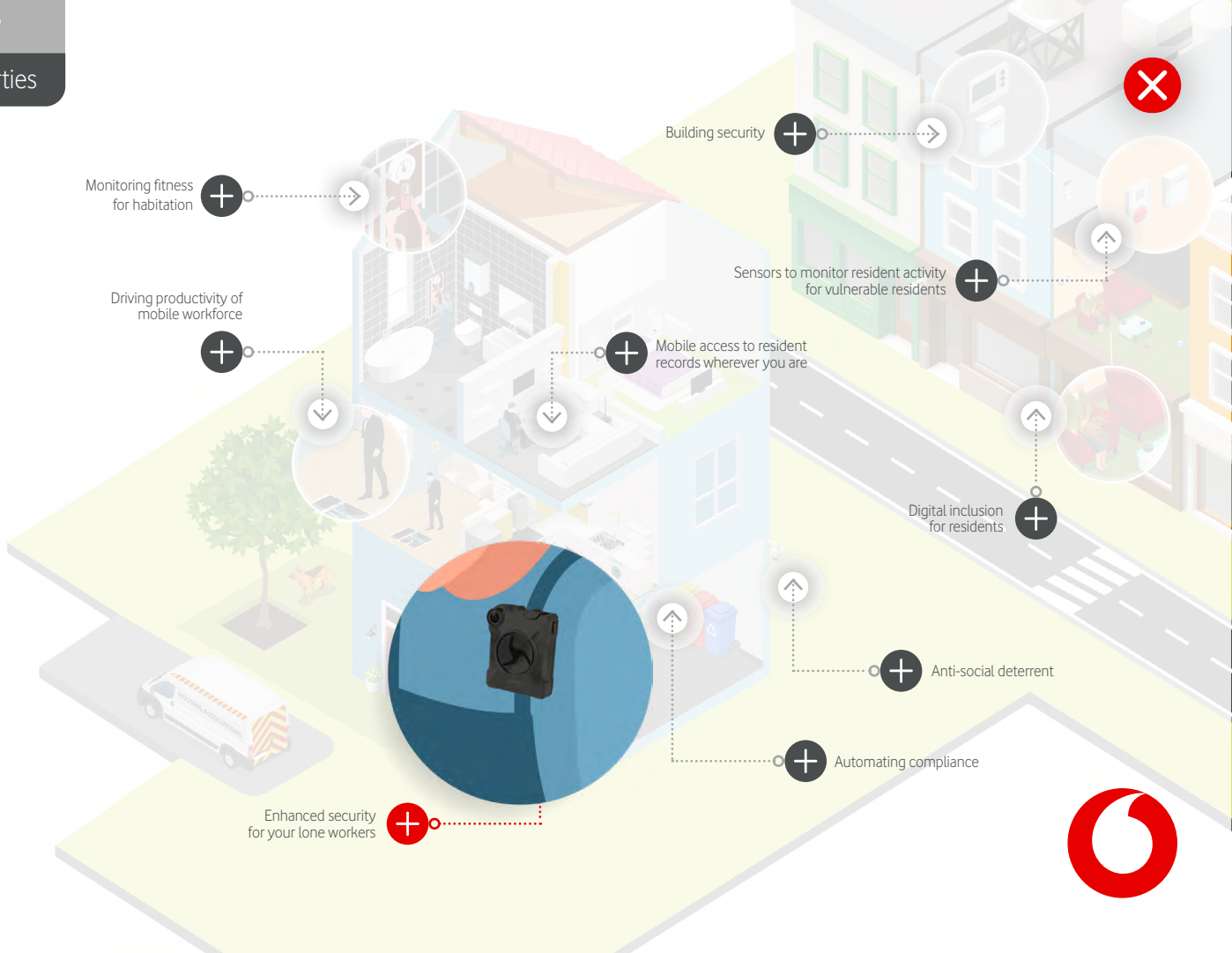
Driving productivity of mobile workforce

Dynamically scheduling workflows to optimise operational efficiencies.



Enhanced security for your lone workers

Housing officers or maintenance repair staff working alone in sensitive areas.

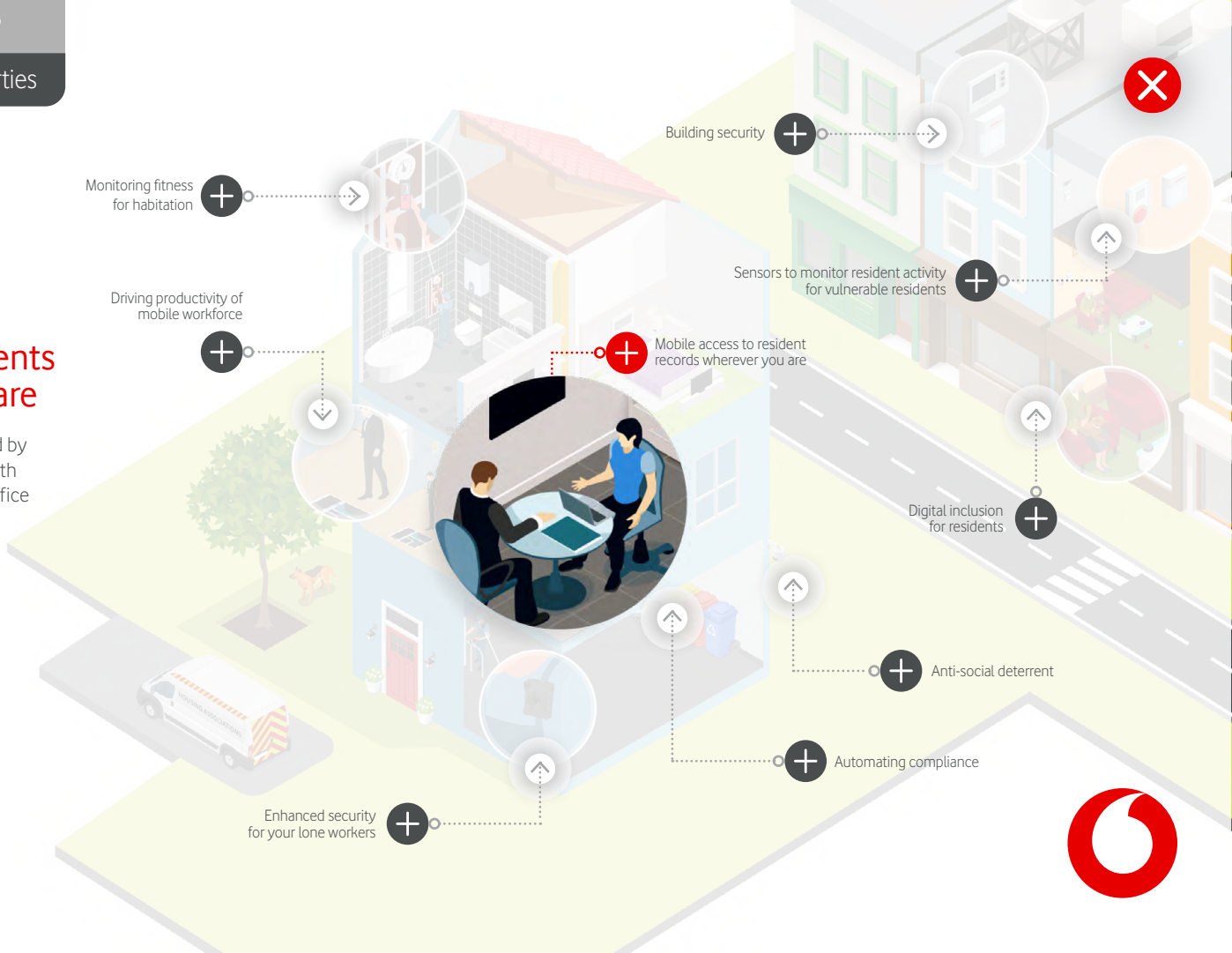


How can Vodafone help?

Inside and around your properties

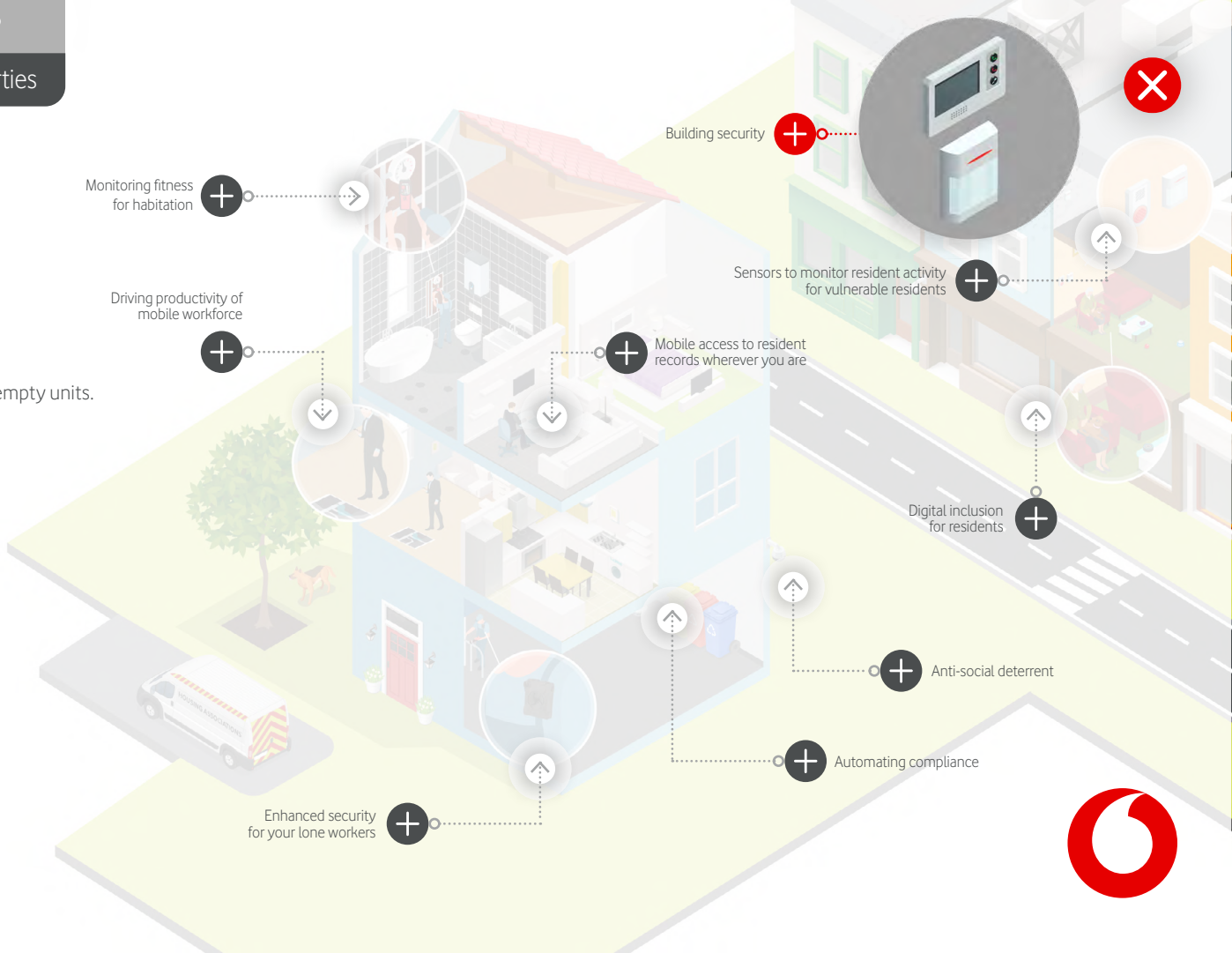
Mobile access to residents records wherever you are

Community-based care can be improved by providing housing association officers with access to resident records outside the office and on appropriate devices.



Building security

Monitor temperature and movement in empty units.



Sensors to monitor activity for vulnerable residents

Sensors in the home can provide activity based data such as movement and temperature change, so that alerts can be provided when lone residents aren't acting in their usual way.

Inside and around your properties

Digital inclusion for residents

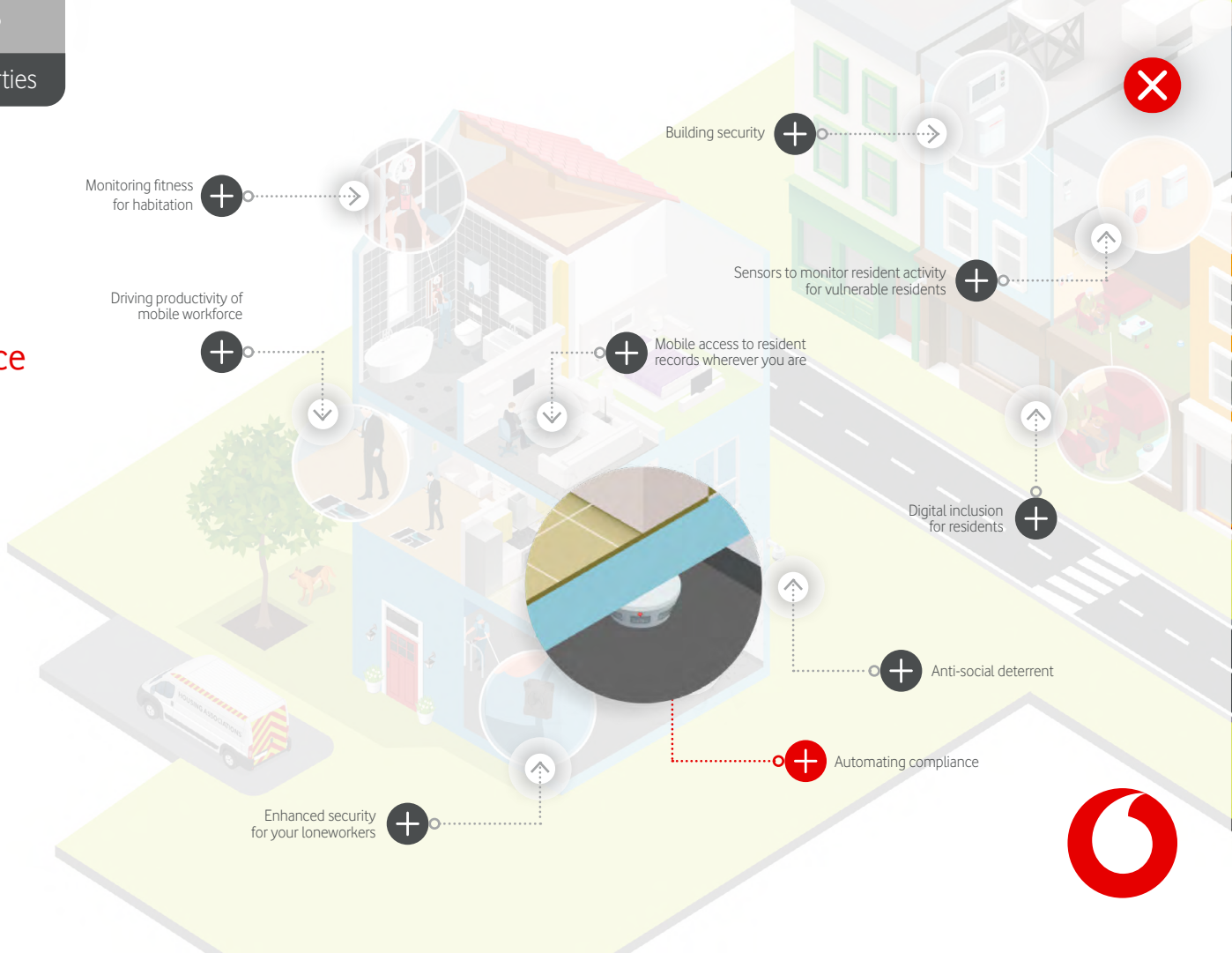
Ability for the elderly to communicate with their relatives and friends easily.

How can Vodafone help?

Inside and around your properties

Automating compliance

Taking manual, time consuming physical checks. Allowing for proactively preventing issues whilst also creating an auditable record e.g. Legionalla, fire doors, lights in hallways.

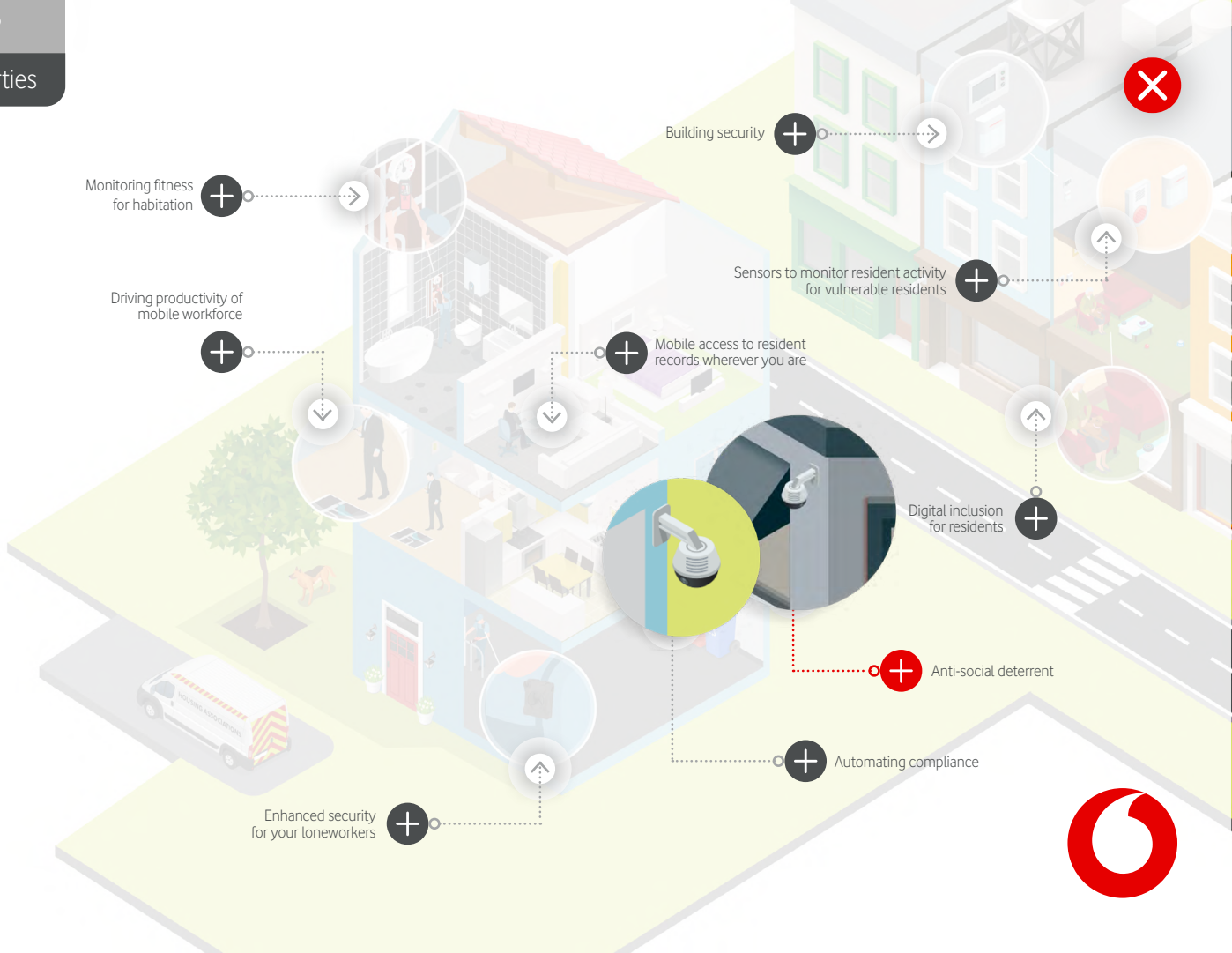


How can Vodafone help?

Inside and around your properties

Anti-social deterrent

Cloud-based mobile cameras are easy to deploy and motion triggered, providing compliant evidence to your desktop. Pin-point historical incidents and leverage the intelligent data.



The office and contact centre environment

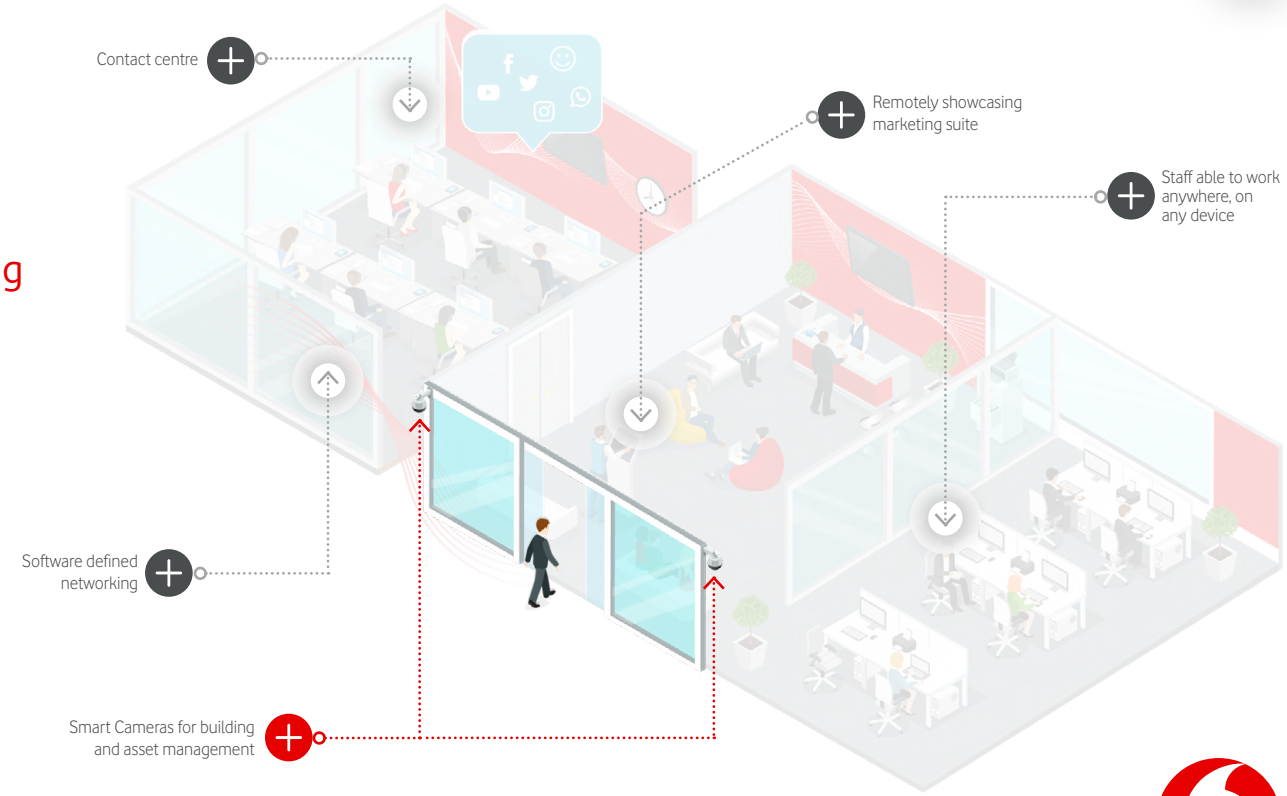
Click a + to find out more

Contact centre

Creating alternative digital channels for residents to contact your organisation. Driving quicker response times and improved resident experience.

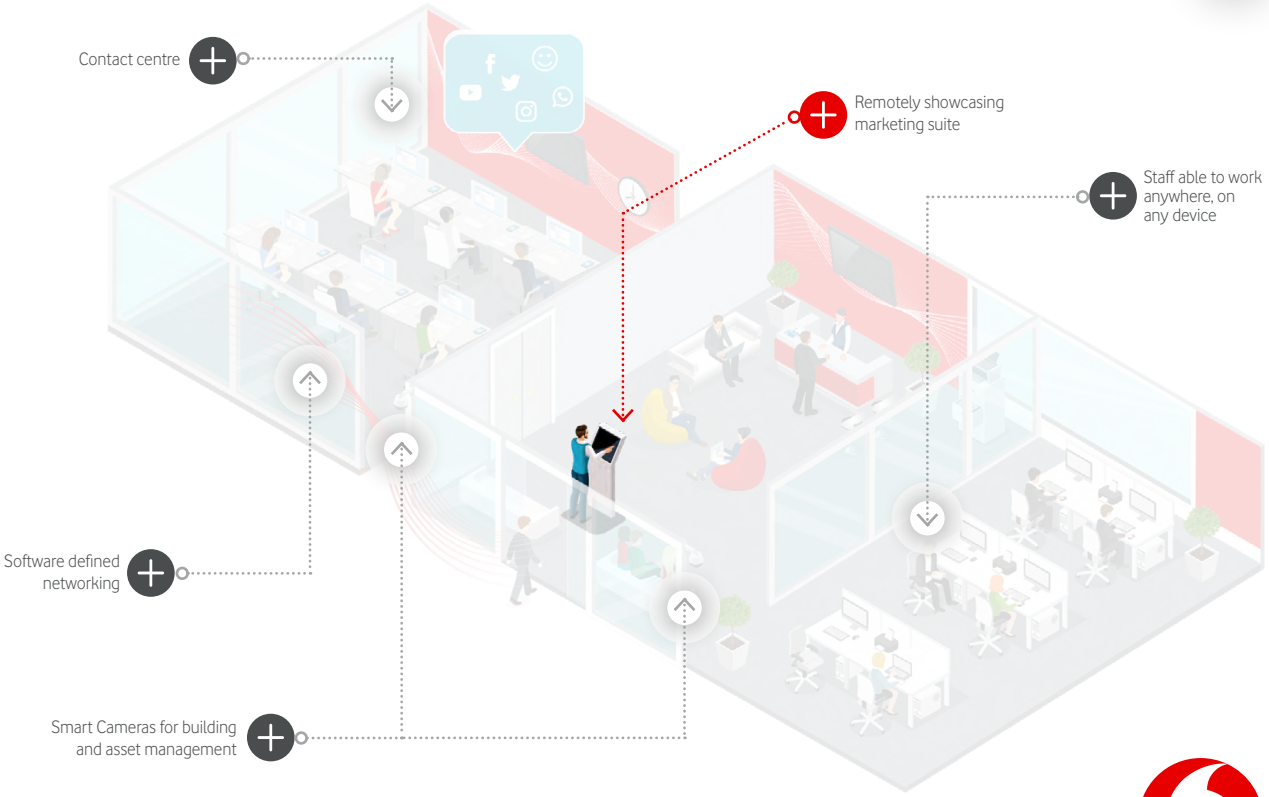
Smart Cameras for building and asset management

Vodafone's digital buildings proposition uses IoT capability to modernise existing CCTV infrastructure and create a smarter security system.



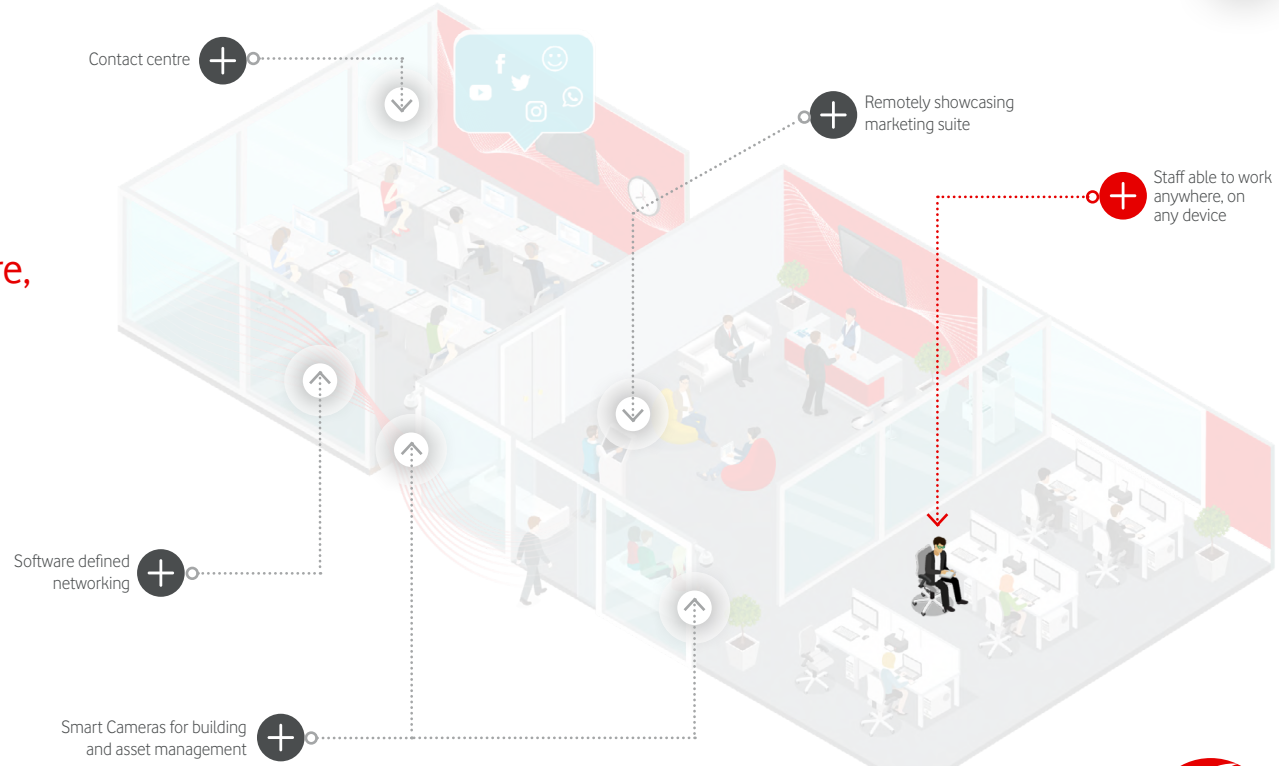
Remotely showcasing marketing suite

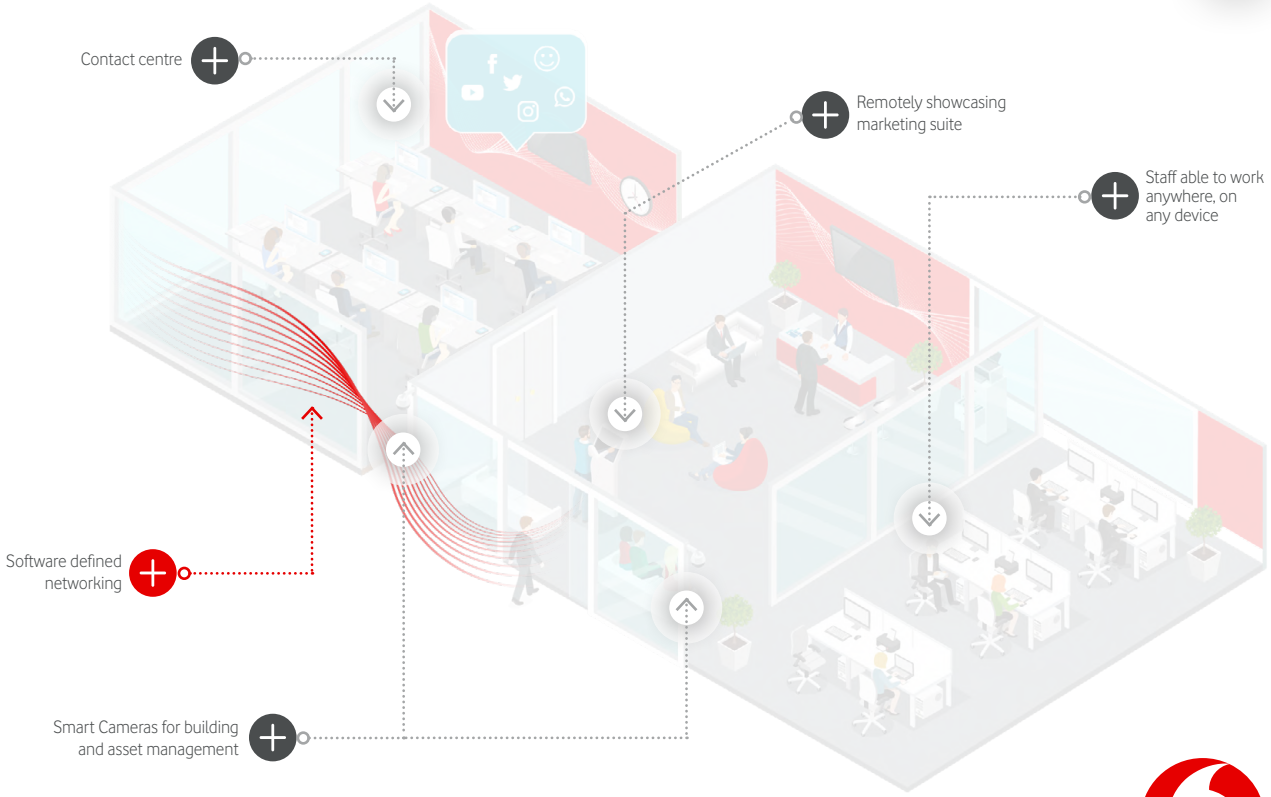
Increase revenue by greater exposure.



Staff able to work anywhere, on any device

Flexible working with access to housing systems and applications powered by IoT.



Software defined networking

Allowing greater visibility, control and management of your IT estate to drive operational efficiencies and cost management.