



"The SEQUENCE BPM solution will be at the heart of all future Web-based applications deployed by Home Group... SEQUENCE offered the best value for money to Home Group and key to this decision was the close alignment to Microsoft SharePoint, a strong user interface and a scalable platform."

Paul Kelly, Home Group Project Manager

Home Group lowers costs, increases customer satisfaction

With thousands of employees, customers and suppliers, Home Group was racking high expenses in repetitive administrative processes. PNMsoft’s SEQUENCE helped the company to select the most efficient way of working more economically and increasing its revenue-building operations.

Challenges

- Improve functional agility with all members of its business cycle
- Synchronise activities between the company's various businesses
- Significantly cut administration time as well as internal costs

Situation Analysis

Home Group is the UK’s largest provider of social housing solutions for Local Regional Government. The company owns upwards of 55,000 dwellings in 800 different sites and has a turnover exceeding £230 million in 2007. The company has over 4,000 employees and deals with over 55,000 customers as well as thousands of suppliers. It is also in contact with many prospective tenants.

To focus all its administrative processes and reduce internal costs, Home Group was looking for technology that could deliver a powerful and company-wide solution. The work processes being dealt with served such areas as Production, Development, Purchasing, Finance and HR. Home Group chose BPM as being the most appropriate method to handle and coordinate information about residential customers, Local Government customers, Human Resources and administrative affairs.

About PNMsoft

PNMsoft was founded in 1996 by experts in human workflow processes and specialises in Business Process Management (BPM) and Workflow Automation solutions for business users. The company is a multi-national enterprise with its marketing headquarters in the UK, the R&D centre in Israel and a global network of business partners and associated offices.

The company has solid financial backing from Goldrock Capital (<http://www.goldrock-capital.com>) an institutionally-backed fund specialising in high-tech companies that show strong growth potential.

PNMsoft is noted for looking beyond pure software issues, towards key requirements such as customisation and fast ROI.

The company has formed close and long-standing partner relationships, particularly with Microsoft. PNMsoft is a Microsoft Gold Certified Partner as well as a member of the Microsoft Business Process Alliance.

Strategy and Implementation

As Home Group researched further into the BPM Suite field, it realised that the success of any technological solution would depend on the ease with which such software could be assimilated by its broad base of potential users. PNMSOFT's SEQUENCE was identified as having the best combination of powerful features and ease of use. Home Group staff found the platform very easy to master, with minimal need for programming. The fact that SEQUENCE integrated fully with standard Microsoft office software was another advantage that contributed to their speed of learning.

These factors enabled the company to implement a large programme, involving the deployment of SEQUENCE across various organisations by means of Internet and Extranet systems.

Specific processes covered:

- *Project Management*: supervising progress
- *Purchasing*: handling purchase requests
- *HR*: managing recruitment and training
- *Security*: getting approvals for new accounts

Results

The SEQUENCE platform is assisting Home Group personnel to achieve many of their defined goals. It is helping them to reinforce internal and external customer satisfaction levels, while simultaneously reducing their overall infrastructure costs.

Home Group is reducing its administrative costs in handling employees, customers and suppliers

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About SEQUENCE

SEQUENCE is an intuitive BPM software suite based on a graphical flowchart-based platform. It contains powerful options to give users great flexibility in taking an existing business process and converting it from a manual flow to an automated flow.

SEQUENCE provides a full end-to-end BPM solution that includes exploring, modeling, simulation, execution, integration, monitoring and optimisation functions. People interact with the solution via their familiar desktop environment such as Outlook and SharePoint. SEQUENCE also interfaces with best-of-breed 3rd party software.

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