

Case study

Origin Housing doubles productivity with mobile working



Stylish and robust HP Pro x2 convertible laptops slash paperwork and enable hot desking

Industry
Public Sector

Objective

Origin Housing employees were gathering information from tenants by hand and then returning to the office to input the data. This was time-consuming and put a strain on office capacity as it tried to accommodate 40 additional staff members

Approach

The organisation introduced mobile working and hot desking, powered by the HP Pro x2 612 G2 Tablet, which enables employees to enter information in real-time and walk tenants through applications

IT matters

- HP Pro x2 612 can be customised to meet individual user needs
- HP Universal Docking Stations enable flexible working
- All day battery life means employees can stay on the road longer

Business matters

- Employees now spend twice as much time with tenants rather than in the office
- Paperwork has reduced significantly, doubling productivity
- Additional 40 employees can easily be accommodated with new hot desking approach



“We loved being able to specify according to individual needs and were delighted with the HP Pro x2 612 itself, which has premium build quality and superb aesthetics. It combines a great look and feel with robustness that ensures it can handle life on the road.”

– James Berger, IT Service Delivery Manager, Origin Housing

Origin Housing mobilises its workforce with SCC and HP

Origin Housing’s employees were spending over half their time on paperwork, inputting data that had been gathered by hand while visiting tenants. Furthermore, the addition of 40 staff members was overstressing its office capacity. It introduced HP Pro x2 612 tablets to mobilise the workforce and enable hot desking, doubling productivity in the process.





Challenge

Transforming the workplace

Origin Housing is a registered social landlord, managing over 6,500 homes in London and Hertfordshire. The company provides affordable housing for its communities as well as related care and support services to the people who live in them.

Providing these care and support services requires staff to spend a significant amount of time on-site, interviewing tenants and processing applications. Previously, this was largely a paper-based process, which meant taking notes, then returning to the office and inputting the information into the system. Origin Housing wanted to streamline this process so that employees could spend more time out of the office helping its tenants rather than dealing with paperwork.

“Our staff were spending around 60% of their time in the office handling administration. The pressure this puts on the organisation was compounded by the addition of 40 relocated employees – we simply didn’t have the space for them all, so we needed to introduce hot desking,” explains James Berger, IT Service Delivery Manager, Origin Housing. “That meant rethinking how we work and giving people the tools to work effectively on the road.”

Berger and his team, along with partner SCC, began by looking at every possible feature available on mobile devices and eliminating the things they didn’t need, such as biometric security and pen entry. After that analysis, it was clear that the most important elements were touchscreen capability and weight. Earlier laptops had been so cumbersome that employees simply didn’t use them so having a lightweight device was key.

“We looked at what we needed and worked with SCC to shortlist down to a small number of devices,” adds Berger. “We chose HP because we use the brand everywhere else in the business and have always been pleased with the performance and reliability of its products.”

Solution

The convertible PC with style

Origin Housing chose the HP Pro x2 612 G2 Tablet, a versatile convertible PC that strikes the right balance of mobility, durability, and security in a device that is designed to last. It could also customise the devices, adding functionality only when needed, so if people did want pen input capability, it could be incorporated on request.

“We loved being able to specify according to individual needs and were delighted with the device itself, which has premium build quality and superb aesthetics,” continues Berger. “It combines a great look and feel with robustness that ensures it can handle life on the road.”

The HP tablets run Office 365 and Microsoft® Dynamics CRM software, as well as using Citrix® to connect to a whole host of legacy in-house applications. The HP devices also come with two years’ extended warranty and HP Care Pack support.

“We could mobilise all our applications through Citrix which means everyone has access to everything they need when they are out of the office,” says Berger. “SCC began by deploying 150 units and we are planning to extend it to all 300 employees in the next few months.”

Customer at a glance

Applications

Microsoft Office 365, Microsoft Dynamics CRM, Citrix, Orchard

Hardware

• HP Pro x2 612 G2 Tablet

HP services

• HP Care Pack

Benefits

Instant doubling of productivity

The new HP devices have transformed how people work at Origin Housing, enabling employees to spend more time with tenants, solving problems rather than juggling paperwork. One care and support worker estimates that she can process twice as many assessments per day compared to before, which means tenants get seen more quickly.

“People aren’t going constantly back and forth to the office to enter data – it is all done in real-time with the tenant,” comments Berger. “Furthermore, by digitising paper processes we are also saving time in the office – reducing the onboarding of a new employee from ten days to three, for example.”

“The HP Pro x2 612 gives us the tools we need to work more effectively and ensure the highest safety standards. It is a versatile, elegant and reliable device that can easily last all day on a single charge, so our employees can spend more time doing what they do best: helping tenants.”

– James Berger, IT Service Delivery Manager, Origin Housing

This new approach to work has also solved the problem of capacity at the office. Origin Housing can now easily accommodate the additional 40 staff because the HP devices, combined with 150 HP Universal Docking Stations, enable hot desking and because so many people are spending more time on the road.

One aspect of the new HP device that has proven particularly useful is the convertible format, which allows staff to use it as a tablet and then walk tenants through applications more easily. Unlike a laptop, they don’t need a surface to put it on – something not always available in cluttered housing.

“The HP Pro x2 612 G2 Tablet gives us the tools we need to work more effectively and ensure the highest safety standards,” concludes Berger. “It is a versatile, elegant and reliable device that easily lasts all day on a single charge so that our employees can spend more time doing what they do best: helping tenants.”

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