# INVU UPGRADES BOURNVILLE'S EDM

*Bournville Village Trust has upgraded its Invu electronic document management system to improve workflows between its departments and provide faster and more accurate responses to tenants' queries.*

The upgrade process included hundreds of thousands of documents, including tenancy agreements, invoices, internal repayments, architectural drawings and scanned information being transferred in just one week.

Carl Fowler, head of IT, Bournville Village Trust, said, "Before using Invu, we filed everything away manually. The decision to choose to work with Invu was very clear because the team knows our business structure in great detail and was on-board from day one with what we wanted to achieve with an EDM.

"Invu is always thinking ahead to future proof its technology and incorporate the latest technological developments. However, it gets the balance right because we are never pressurised to adopt new systems early."

James Hoare, IT networking manager, Bournville Village Trust, said, "We liked the fact that we could work with Invu to design our own processes, set our own rules and have greater search capabilities with no extra bolt-on costs for bespoke requirements. Invu also involved end-users from the very start, which has made user adoption far easier.

Bournville's employees are now using the new Invu system on a daily basis and cutting their time to save and search important files by many hours per month. The upgrade has enabled greater control over how documents are stored, better visibility for audits, improved retention policy for different departments and a simplified data structure.

# ORBIT'S DI SUCCESS

*Working in partnership with CommunityUK, Orbit Group has installed free wi-fi in 20 of its sheltered and supported schemes across the country to help its tenants get online. Since then, over 400 users have accessed the service more than 21,000 times in the first six months.*

After the six-month pilot, Orbit reported that social return on investment analysis suggests that the project had generated £2.90 of social value for every £1 spent.

Following the success of the pilot, Orbit is continuing to work with CommunityUK to extend the service into more schemes and is developing a 'whole organisation' approach to commissioning internet access services to support long-term planning and to reach more tenants.

Tim Dumbleton, digital inclusion project manager, Orbit Group, said, "It is through partnerships with companies such as CommunityUK that we can make significant steps towards tackling digital exclusion.

"We are also working with other housing providers, as part of the Connected Housing Initiative, to explore opportunities to work collaboratively to make broadband provision affordable, accessible and sustainable for tenants."

## SCC wins DWP hosting contract for universal credit

*SCC has just won a two-year hosting contract from the Department for Work and Pensions for its internal universal credit infrastructure. The DWP will maintain intelligence, development and operational support for the applications and operating system suite, while G-Cloud partner SCC will provide and support the infrastructure.*

The SCC infrastructure is intended to ensure that the intelligence around universal credit is delivered internally, with the underlying infrastructure provided securely and outside any of the traditional systems integrators involved with the deployment of universal credit.

SCC will deliver infrastructure-as-a-service (IaaS) using its Sentinel platform, as well as service desk support, monitoring and DR capabilities, and secure site-to-site communications. The long-term plan is for SCC to integrate the universal credit service with other core DWP applications using the Public Services Network.