



Esuasive Housing Financials

G-Cloud 15 Service Definition

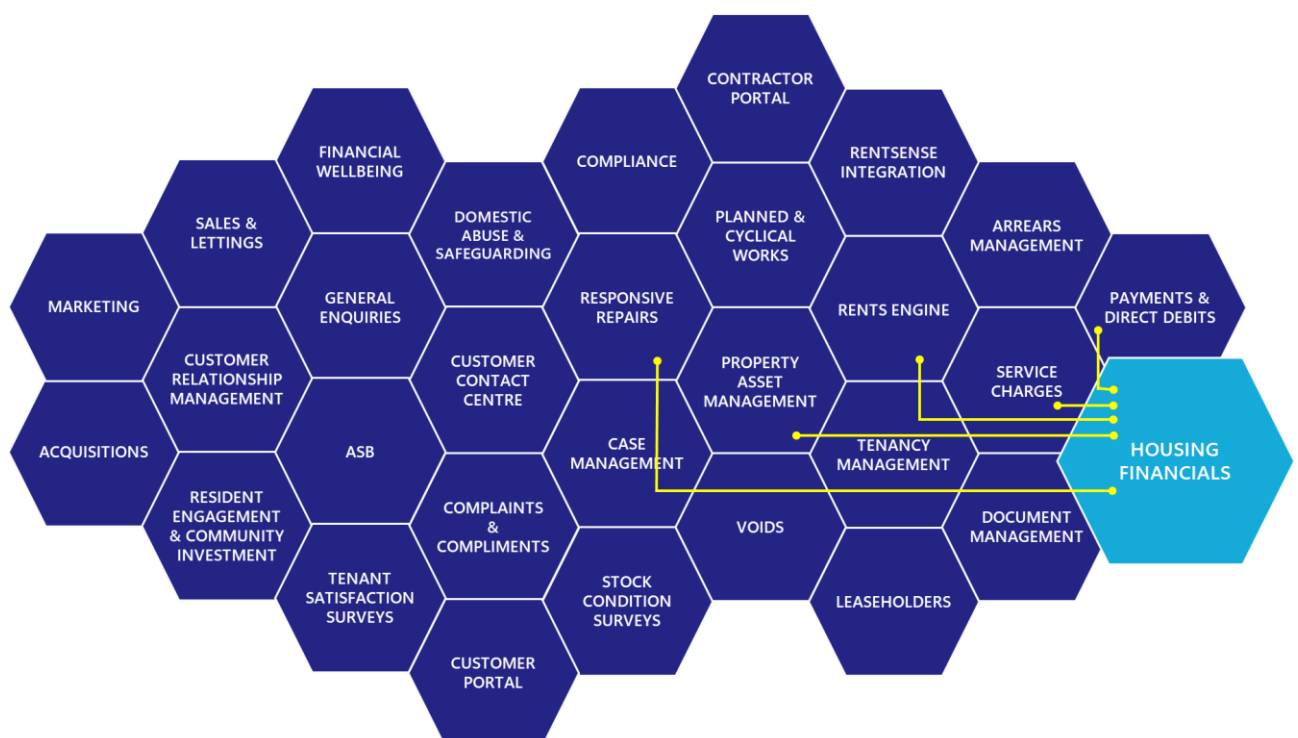
About Esuasive Housing Financials

Rising tenant expectations and an ever-evolving regulatory environment present multiple challenges for Housing Associations and Social Landlords, from managing property portfolios and finances to meeting regulatory requirements and providing quality services to tenants. Finance leaders in particular are looking for agile solutions that combine traditional reporting with advanced analytics and AI to give them actionable insights into current and future business performance.

One of the key enablers for realising this vision is an advanced business management platform that brings world-class accounting functionality together with the operational processes and data that have traditionally been tucked away in separate systems. Esuasive Housing Financials, a templated Microsoft Dynamics 365 Business Central solution specifically configured for the social housing sector, provides that platform.

Esuasive Housing Financials enhances and extends the out-of-the-box features of Dynamics 365 Business Central with Esuasive-developed integrations to asset management and repairs processes, user-configurable integration with Esuasive's rents engine, service charges and payments modules, a streamlined procure-to-pay process, plus custom-built extensions to ensure efficient processing of invoices within pre-approved tolerances, and auditable approvals via a user-configurable schedule of delegated authorities.

Esuasive Housing Financials comes pre-integrated with Esuasive Housing or can be deployed to integrate with your existing housing management system.



Esuasive Housing with Esuasive Housing Financials: Conceptual Model

This service definition document describes Esuasive Housing Financials. Please see our other G-Cloud 15 listings for detailed information on other Esuasive Housing solution components, including:

- Esuasive Housing Omnia
- Esuasive Housing CRM / Customer Service
- Esuasive Housing Property Asset Management
- Esuasive Housing Responsive Repairs
- Esuasive Housing Rents, Service Charges and Payments
- Esuasive Housing Arrears Management
- Esuasive Housing Sales and Lettings
- Esuasive Housing Complaints and Compliments
- Esuasive Housing ASB
- Esuasive Housing Domestic Abuse and Safeguarding
- Esuasive Housing Tenancy Management

Local Authority customers may also wish to explore:

- Esuasive Dynamics 365 and Power Apps for Local Authorities
- Esuasive Homelessness Application Management and Reporting

Esuasive also supports local authorities and housing associations looking for external professional support and maintenance for existing, in house, legacy Microsoft Dynamics applications, and for those wishing to migrate on premises Dynamics 365 applications to the Microsoft Cloud. These services are provided by Esuasive under G-Cloud 15 Lot 3, Cloud Support. Please see the relevant listing for further details.

Esuasive Housing Financials: Features and benefits

Built on Microsoft Dynamics 365 Business Central: Providing out-of-the-box, configurable functionality for GL, AP, AR, cashbook, asset management, budgeting, forecasting, bank integration, support for MTD, etc.

Templated social housing enhancements: Including alignment with Housing SORP and Grant Thornton Model Accounts, integrations to assets and repairs processes, integration with Esuasive's rents engine, service charges and payments modules, plus custom-built extensions to ensure efficient processing of invoices within pre-approved tolerances, and approvals via a user-configurable schedule of delegated authorities.

Financial Control: Financial control is essential for the long-term sustainability of social housing organisations. Esuasive Housing Financials provides powerful financial management tools, including budgeting, forecasting, and cost tracking, enabling organisations to mitigate risks, and achieve greater financial stability.

Asset Financials: Effective asset management is critical for sustaining the value of your property portfolio. Esuasive's platform offers sophisticated asset management capabilities, allowing organisations to track property maintenance and repairs costs, monitor asset performance and plan future investments.

Efficiency: With Esuasive Housing Financials, housing providers can automate repetitive tasks, streamline processes and eliminate manual errors, freeing up time and resources to focus on strategic initiatives.

Transparency: Transparency is essential in the social housing sector, for regulatory compliance and for maintaining trust with tenants and stakeholders. Esuasive Housing Financials provides real-time visibility into financial data, empowering organisations to make informed decisions and maintain accountability at all levels.

Artificial intelligence (AI): Esuasive's platform leverages Microsoft Copilot advanced AI features to enhance productivity and unlock valuable insights that drive efficiencies in a rapidly evolving business landscape.

Compliance: Staying compliant with regulatory requirements is a top priority for social housing providers. Esuasive's platform helps organisations navigate complex regulations effortlessly.

Integration with other Microsoft Applications and Collaboration Tools: Esuasive Housing Financials seamlessly integrates with Outlook, Teams, Excel and Power BI, providing a unified platform for collaboration, communication and data analysis, breaking down silos, streamline workflows, and driving productivity.

Intuitive User Interface: The modern, clean user interface is immediately familiar to users of Microsoft Office.

Security: Esuasive Housing Financials runs on Dynamics 365 Business Central within the highly secure Microsoft Cloud, with support for Azure AD single sign-on.

Scalability: Business Central scales effortlessly to meet the evolving needs of organisations of all sizes. With flexible deployment options and customisable features, the platform adapts to growth and expansion, ensuring long-term viability and success.

Innovation: Business Central is continually evolving, with regular updates and enhancements driven by Microsoft's commitment to innovation, including AI-powered insights. Esuasive's focus is on delivering housing-specific extensions to Business Central to provide a platform that empowers social housing providers to embrace the latest technologies and allows them to meet changing legislative requirements.

Esuasive Housing Financials: Implementation

Implementation of Esuasive Housing Financials is carried out by Esuasive's Professional Services team, working closely and collaboratively with your in-house team to achieve a successful outcome. Our engagement model ensures that:

- Every implementation project focuses on desired outcome rather than process, to ensure cost-effective delivery of a fit-for-purpose solution.
- Esuasive and customer responsibilities are clearly defined and agreed from the outset.
- Progress is visible, with issues and risks properly managed to ensure implementation stays on track.
- An appropriate change control process is in place

Esuasive offers two styles of implementation:

Adopt: Implementation of standard Microsoft Dynamics 365 Business Central and Esuasive Housing Financials add-on solution functionality.

Adapt: Implementation with customisations to meet customer-specific requirements.

Adopt Implementations

In an Adopt implementation, Esuasive takes responsibility for the following:

Project management, in conjunction with the customer project manager

General Ledger configuration includes

- customer-provided chart of accounts (GL codes)
- GL account hierarchy
- 2 customer-provided analysis codes for use in all accounting transactions (extended GL code)
- further ad hoc reporting and analysis codes (max 6)
- journal templates (recurring, reversing, general, allocation and other standard journals)
- migration of opening TB*
- compliance with Housing SORP

General Ledger Budget configuration includes

- GL budgets, forecasts and reforecast templates
- Upload current versions of each*
- Training on how to "seed" budgets from FA and GL data

VAT configuration includes

- Setting up output and input tax accounting
- VAT reports
- VAT statements
- Implementation of standard MTD functionality
- Reverse charge functionality
- Recoverable v irrecoverable input tax accounting

Accounts receivable configuration includes

- Set up customer accounts using standard data migration templates *
- Upload AR open items as at balance sheet date*
- Standard invoicing / credit note functionality
- Sales invoice template (x 2)
- Customer statement template (x 1)
- Customer reminder template (x 1)
- Set up standard "invoice-to-cash" processes

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- AR cash entries and automated cash matching

Accounts payable configuration includes

- Set up supplier accounts using standard data migration templates *
- Upload AP open items as at balance sheet date*
- Remittance advice template (x 1)
- Set up standard "invoice-to-pay" processes
- Manual payment functionality
- Bank payment export file

Procurement configuration includes

- Standard Purchase Requisition functionality
- Standard Purchase Order functionality
- Automated PO distribution using email
- PO template (x 1)
- Automated payment run functionality
- Configuration of client SODA in matrix format for PO approval workflow ¹
- Purchase Requisition to Purchase Order approval workflow based on SODA matrix ¹
- Budget tracker ¹
- Commitment accounting ¹

(Note 1. With Esuasive Procure to Pay option)

Integration with Esuasive Housing Responsive Repairs**

- Create the accounting profile of a repairs PO without the need for manual intervention
- Automated transfer of contractor POs to Finance system
- Automated PO update with contractor PO changes
- Automated "receipt" / "GRN" of accounting PO when contractor PO completed

Cashbook configuration includes

- Up to 6 bank accounts
- Bank statement upload process
- Automated reconciliation set up for 2 operating accounts

Fixed Asset Register configuration includes

- SORP compliance
- Asset classes
- Asset sub-classes
- Fixed asset IDs
- Parent-child property asset model
- Depreciation rules
- Automated postings of periodic depreciation
- Migration of opening assets, cost and depreciation at balance sheet date*

Integration with Esuasive Housing Rents, Service Charges and Payments**

- Create accounting transactions from Housing 'rent debit' processes
- Housing system contains account level detail reconciling to rent control account
- Configuration of a GL rent calendar to ensure income is booked in correct accounting periods
- Automated rent journals
- Automated VAT accounting, assuming requisite VAT data configured in Housing
- Automated collections summary bank postings

Integration with Esuasive Housing Property Asset Management**

- Automated initiation of accounting for asset additions
- Automated initiation of accounting for asset disposals
- Standard process for keeping physical assets in synch with FAR

Reporting

- Default report schedules (TB, IS, BS)
- Training on report schedule configuration
- Introduction to KPI configuration and build
- Set up standard 'out-of-the-box' reports and views
- Set up Power BI

System administration & licensing

- Providing advice on Microsoft and other third-party licensing
- Set up of environments (Dev, Test, Prod)
- Set up of one company
- Initial configuration of security roles
- User accounts
- User permission sets
- Tablet, PC and mobile client configuration for mobile working
- Microsoft accessibility features as standard
- Deployment of the Esuasive solution through the environments
- System cutover to Production ('Live')

Adoption

- Train-the-trainer training covering key Finance processes and Esuasive-developed enhancements and extensions
- Training for customer sysadmins covering role/user security administration
- Training for 'superusers' in how to create / amend email and document templates
- Training on how to create, amend or extend user views
- Support of user testing
- Hypercare

* Using pre-formatted data mapping / data load templates. Esuasive will reconcile Business Central back to files provided for upload but not to source systems.

** Where the customer is already licenced for or is deploying in parallel these Esuasive Housing modules.

The customer team is responsible for:

- Customer-side project management
- Change management and communications within the organisation
- Appointment of SMEs for each main area (GL, Rents, Repairs, Assets, AR, AP, Procurement, Cashbook and Tax)
- Availability of SMEs to provide client expertise for design and configuration decisions in line with project timetable
- Provision of information to enable configuration of Business Central
- Data migration: extraction from existing systems, including data cleansing, de-duplication
- Data migration: mapping data to corresponding values in Business Central and ensuring target values have been defined during system configuration
- Data migration: reconciliation to source data
- Archiving of data not to be migrated
- Configuration of OCR services for processing supplier invoices as supported by Microsoft APIs
- Reconciliation of migrated balances and open items to source data
- User testing
- Customer-side cutover activities
- Decommissioning of redundant systems
- Creation of 'Management accounts pack'
- User adoption and system acceptance

Adapt Implementations

For customers who have specific requirements not supported 'out of the box' by Esuasive, an Adapt implementation may be suitable.

Adapt implementations typically incorporate all of the implementation project stages and tasks listed under Adopt, above, but will tend to also include some or all of the following:

- Discovery, scoping, roadmapping, phasing
- Detailed requirements definition
- User Design workshops
- Customisation of the solution to meet customer-specific and agreed additional requirements and designs, and to deliver these as changes and/or enhancements to the Esuasive core solution.
- Configuration of integrations to third-party assets, repairs and rents / service charges systems
- Development of other non-standard interfaces and/or integrations to other systems or online services
- Development of additional reports and views
- Provisioning of additional environments
- Additional training to cover customer-specific changes / enhancements

The additional effort required to complete an Adapt implementation can only be estimated when customer requirements are fully defined. Adapt costs are therefore not included in the Adopt implementation fee above. Additional work required for an Adapt implementation will be delivered as a separately agreed service component, priced at Esuasive's standard SFIA rates.

Post-implementation support

Post-implementation support is provided by Esuasive's UK-based in-house support team and includes:

- Hypercare: priority-response support in the immediate post go-live period
- Long term support: responsive support in line with Esuasive's standard SLA
- Software maintenance: the provision of Esuasive software updates