

DIGITAL TRANSFORMATION DELIVERY SERVICES

G-Cloud 15 Service Catalogue

UK Social Housing Sector

LASHAN Digital

Digital & Data Transformation Consultancy and Delivery Partner

Lot 2b: Cloud Software (SaaS) | Lot 3: Cloud Support Services

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Executive Summary

LASHAN Digital is a digital and data transformation consultancy and delivery partner specialising in UK social housing organisations. With over 20 years of enterprise architecture experience, we combine deep sector expertise with multi-cloud technology capabilities to deliver sustainable, value-driven transformation.

Our integrated service portfolio spans the full transformation lifecycle: from strategic discovery and architecture design through platform implementation, managed services, and ongoing governance. We support you throughout your entire digital transformation journey—from business case development through RFP creation, vendor selection, solution blueprint design, and ongoing governance.

Key Differentiators

- **Social Housing Expertise:** Deep specialisation in UK social housing, understanding regulatory requirements (RSH, TSM, Awaab's Law), sector standards (HACT UK Housing Data Standards), and good understanding of housing management systems including MRI, Capita, NEC, Civica, and iProperty Cloud.
- **Customer Experience Background:** Proven expertise in digital service design and customer experience transformation, bringing resident-centric design thinking from omnichannel engagement, self-service portal delivery, and digital platforms.
- **Contact Centre & CRM:** Experience with contact centre solutions and CRM platforms including Dynamics 365, SAP, and Zendesk to deliver omnichannel customer service capabilities that improve resident satisfaction and operational efficiency.
- **Business Systems Integration:** Track record integrating with ERP and financial systems, delivering business process automation and ensuring seamless data flow across housing associations of all sizes.
- **Web Content Management:** Experience with web content management and digital experience platforms including Umbraco, Sitecore, Optimizely, and headless CMS architectures for resident-facing digital services.
- **Digital Platforms:** Background in digital platform delivery including self-service portals, payment platforms, and resident engagement solutions that inform our approach to housing digital services.
- **Enterprise Content Management:** Experience with ECM platforms including SharePoint, document management systems, and digital asset management that support compliance, audit trails, and operational efficiency.
- **Integration Specialists:** Deep expertise in system integration, API design, middleware, and data migration. We understand how to connect disparate housing systems into cohesive digital ecosystems.
- **Data Migration Specialisation:** Particular strength in end-to-end data migration for housing management system transitions—from legacy platforms to modern HMS solutions. Our proven methodology addresses the complexity of migrating tenancy histories, asset data, financial records, and compliance documentation.
- **Multi-Cloud Capability:** Expertise across Microsoft (Azure, Fabric, Power Platform) and AWS platforms, with Databricks lakehouse specialisation.
- **Flexible Delivery Model:** Combines UK-based consultants with optional offshore technical teams. The delivery model is entirely the client's choice—if you require all services to be delivered from the UK, we accommodate this. See Delivery Model section for details.

Features and Benefits

Our service offering is designed to provide practical value through the following features:

- **End-to-End or Component Engagement:** Engage us as your full transformation delivery partner, or for specific services such as architecture, data management, or integration. We adapt to your programme structure and existing capabilities.
- **Sector-Specific Accelerators:** Pre-built frameworks, reference models, and templates developed from housing sector engagements. These reduce the time required to establish baselines, define architectures, and develop governance structures.
- **Vendor-Agnostic Advice:** We are not aligned with specific technology vendors. Recommendations are based on your organisation's requirements, existing investments, and long-term objectives.
- **Transparent Pricing:** All professional services are priced using published Lot3 day rates. Scope is confirmed through discovery before commitment to delivery investment.
- **Knowledge Transfer:** We work alongside your teams to build internal capability. Documentation, training, and handover are included in all engagements to reduce long-term dependency.
- **Flexible Delivery Model:** Combines UK-based consultants with optional offshore technical teams for cost-effective delivery whilst maintaining quality and security standards. The delivery model is entirely your choice. See Delivery Model section for full details.
- **Multi-Cloud Capability:** We work across Microsoft Azure, AWS, Databricks, and Microsoft Fabric. Platform selection is based on your existing infrastructure and requirements, not our preferences.
- **Governance and Quality Frameworks:** Structured delivery governance, architecture review processes, and quality gates are applied to all engagements to manage risk and maintain delivery standards.

Sustainable Digital Transformation Framework

Our delivery methodology is built on a comprehensive Sustainable Digital Transformation Framework that ensures every transformation delivers lasting value. The framework integrates two proven models: Vial's 8 Building Blocks of Digital Transformation and the Triple Bottom Line (3Ps) sustainability principles.

The 8 Building Blocks of Digital Transformation

Based on Gregory Vial's research, our framework addresses the eight essential building blocks that determine transformation success:

- **Digital Technology:** The enabling technologies—cloud platforms, data infrastructure, AI/ML capabilities, integration middleware, and digital channels that form your technology foundation.
- **Value Creation:** How digital capabilities translate into tangible benefits—improved resident services, operational efficiency, compliance assurance, and new service models.
- **Strategy:** Leadership vision and strategic direction that guides technology investment, prioritises initiatives, and aligns transformation with organisational objectives.
- **Organisation:** Structural changes, governance models, and operating model adaptations required to support digital ways of working.
- **Culture:** The mindsets, behaviours, and attitudes that enable or inhibit digital adoption—including risk tolerance, innovation appetite, and change readiness.
- **Employee Skills:** Digital literacy, technical capabilities, and new competencies required across the workforce to leverage digital tools effectively.
- **Customer Expectations:** Understanding and responding to evolving resident expectations for digital services, self-service, and omnichannel engagement.
- **Competition:** External pressures from sector peers, regulatory requirements, and emerging technology that drive transformation urgency.

Triple Bottom Line Integration (3Ps)

Every architecture decision and transformation initiative is evaluated against the Triple Bottom Line to ensure sustainable outcomes:

- **People:** Impact on residents, staff, and communities. We assess resident experience improvements, workforce enablement, digital inclusion, accessibility, and social value creation.
- **Planet:** Environmental sustainability. We evaluate energy efficiency of technology choices, carbon footprint of cloud infrastructure, support for net zero commitments, and sustainable procurement.
- **Prosperity:** Financial sustainability and economic value. We measure total cost of ownership, return on investment, operational efficiency gains, and long-term value creation.

The framework provides a 24-dimension assessment matrix (8 Building Blocks × 3Ps) with 64 evaluation items scored on a 5-level maturity scale. This structured approach ensures comprehensive coverage and enables consistent measurement of transformation progress.

Service Portfolio Overview

Our services are structured across G-Cloud Lot 2b (Cloud Software) and Lot 3 (Cloud Support), providing comprehensive coverage from strategy through delivery and ongoing support.

Service Category	G-Cloud Lot	Included Services
Discovery & Advisory Services	Lot 3: Cloud Support	Digital Transformation, Data Management, Data Platform, AI Strategy, Technology Advisory
Architecture as a Service (AaaS)	Lot 3: Cloud Support	Enterprise Architecture, Solution Architecture, Integration Architecture, Application Architecture
Data Management as a Service (DMaaS)	Lot 3: Cloud Support	Data Architecture, Data Strategy, Data Modelling, Data Governance, AI Roadmap
Delivery Services	Lot 3: Cloud Support	End-to-end transformation delivery, or specific services: Architecture, Delivery Management, Data Management, Data Migration, Integration
FoundationLink™	Lot 2b: Cloud Software	Data Platform Accelerator with IP licence and managed services
SocialComply™	Lot 2b: Cloud Software	Enterprise Compliance Management Platform

1. Discovery & Advisory Services

Discovery engagements establish the foundation for successful transformation. Our consultants work with your stakeholders to understand current state, define future vision, and create actionable roadmaps aligned with your strategic objectives and regulatory requirements.

Service	Description	Duration
Digital Transformation Discovery	Comprehensive discovery covering current state assessment, digital maturity review using our Sustainable DT Framework, stakeholder workshops, process mapping, and prioritised transformation roadmap with business case. Includes resident experience assessment and regulatory compliance review.	8-12 weeks
Data Management Discovery	Data landscape assessment, governance maturity review, data quality analysis, and strategic roadmap aligned with HACT UK Housing Data Standards. Includes TSM reporting requirements analysis.	8-12 weeks
Data Platform Discovery	Technical discovery for modern data platform implementation covering architecture patterns, technology selection, integration requirements with HMS and other housing systems, and implementation planning.	8-12 weeks
AI Strategy & Discovery	AI maturity assessment, generative AI readiness evaluation, use case identification for housing operations (repairs prediction, arrears, voids), ethical AI framework, and prioritised AI/ML roadmap.	8-12 weeks
Technology Advisory	Cloud strategy, multi-cloud architecture review, technology selection support, vendor evaluation for HMS and complementary systems, security assessment, and cost optimisation.	8-12 weeks

Pricing Basis: All Discovery & Advisory services are priced based on Lot3 rate card.

2. Architecture as a Service (AaaS)

Our Architecture as a Service offering provides flexible access to enterprise architecture expertise. Choose from focused initial packages or annual subscriptions for ongoing architecture governance and delivery support.

Service Scope

- **Strategy Development:** Digital strategy, technology roadmaps, investment prioritisation aligned with housing sector priorities
- **Maturity Assessment:** Current state analysis, capability mapping, gap identification against sector benchmarks
- **Governance Framework:** Architecture principles, standards, decision-making processes with sustainability integration
- **Solution Architecture:** Blueprint design, technology selection, integration patterns for housing systems
- **Integration Architecture:** API strategy, integration patterns, middleware design for HMS and complementary systems
- **Application Architecture:** Web portals, mobile apps, resident self-service, and progressive web application design

3. Data Management as a Service (DMaaS)

Our Data Management as a Service provides comprehensive data architecture, strategy, and governance expertise. We help housing organisations establish robust data foundations aligned with HACT UK Housing Data Standards and regulatory requirements.

Service Scope

- **Data Architecture:** Current state assessment, target architecture design, medallion/lakehouse patterns for housing data
- **Data Strategy:** Data vision, principles, capability roadmap, investment prioritisation aligned with TSM and regulatory reporting
- **Data Modelling:** Enterprise data models aligned with HACT UKHDS, conceptual/logical/physical design, Data Vault methodology
- **Data Governance:** Framework design, roles and responsibilities, data quality standards, metadata management
- **AI/ML Roadmap:** Data readiness assessment, analytics maturity, AI enablement for predictive maintenance, arrears, and voids management

4. Transformation Accelerators

LASHAN Digital has developed a comprehensive suite of accelerators, frameworks, and reference models that reduce implementation time and risk. These proven assets are the result of our extensive experience delivering transformation programmes across the housing sector, designed to speed up delivery and provide structured approaches to common transformation challenges.

Accelerator Frameworks

Business Architecture Assessment Platform

Our proprietary Business Architecture Assessment Platform is a digital tool we use during discovery phases to accelerate capability maturity assessment, identify gaps, and prioritise improvements. The platform includes dashboard views with maturity scoring across housing domains and benchmark comparison, granular capability scoring across Strategic, Housing, Property, Income, and Corporate domains covering 167 housing capabilities, value stream mapping with process stages, capability dependencies, and bottleneck identification, and stakeholder mapping with RACI responsibilities across housing roles. This accelerator significantly reduces assessment time and provides consistent, structured outputs.

Data Migration Framework

Our comprehensive data migration framework is specifically designed for housing management system transitions—supporting end-to-end migration from legacy platforms to modern HMS solutions. The framework addresses the full complexity of migrating tenancy histories, asset data, repairs records, financial transactions, and compliance documentation. It includes structured methodology for data profiling and discovery, data quality assessment and remediation templates, field-level mapping documentation with transformation rules, validation and reconciliation procedures, cutover planning and rollback strategies, and post-migration verification processes. This framework significantly reduces migration risk and accelerates delivery timelines.

Architecture & Design Reference Models

Pre-developed architecture reference models and design patterns for common housing transformation scenarios. These include enterprise architecture blueprints aligned with housing sector requirements, integration architecture patterns for HMS and complementary systems, data architecture reference models using medallion and Data Vault patterns, application architecture templates for resident portals and self-service, and security architecture frameworks addressing housing-specific compliance needs. These reference models accelerate the design phase and ensure consistency with proven approaches.

Governance Frameworks

Structured governance frameworks that can be tailored to your organisation, including architecture governance with decision-making processes and standards management, data governance covering ownership, stewardship, quality management, and lifecycle policies, transformation governance with stage gates, risk management, and benefits realisation, and integration governance defining API standards, versioning policies, and change management. These frameworks provide the guardrails needed for successful transformation while being adaptable to your organisational context.

Digital Transformation Solution Blueprints

Pre-developed solution blueprints for common housing transformation initiatives including resident self-service portals, repairs management optimisation, void turnaround improvement, arrears management, and compliance reporting. These blueprints accelerate requirements gathering, solution design, and vendor evaluation phases.

FoundationLink™ Data Platform Accelerator

FoundationLink™ is our data platform accelerator designed specifically for UK social housing organisations. It provides pre-configured patterns, data models, and deployment automation that reduces implementation time while ensuring alignment with sector standards.

Platform Components

- Medallion architecture (Bronze, Silver, Gold layers) with Data Vault 2.0 patterns
- Pre-configured data models aligned with HACT UK Housing Data Standards
- Integration design patterns for housing management systems
- Data governance and security controls built-in
- Deployment automation for Databricks or Microsoft Fabric
- TSM and regulatory reporting foundations

Note: *Integration work is required to connect FoundationLink™ to your specific source systems. Integration scope is determined during Discovery.*

5. SocialComply™ Compliance Platform

SocialComply™ is our enterprise compliance management platform for UK social housing organisations. It provides comprehensive compliance tracking, safety certificate management, and regulatory reporting capabilities including Awaab's Law requirements.

Platform Capabilities

- Multi-stream compliance tracking (Gas, Electrical, Fire Safety, Legionella, Asbestos, Lifts)
- Awaab's Law Phase 1 and Phase 2 compliance monitoring
- AI-assisted certificate processing and validation
- TSM reporting support and audit trail management
- Configurable business rules and escalation workflows
- Open API architecture for integration with existing systems

Note: Integration work is required to connect SocialComply™ to your HMS and other systems. Our open API architecture is designed to make integration more straightforward.

6. Delivery Services

LASHAN Digital can support your digital transformation as an end-to-end delivery partner, or provide specific services as part of your broader transformation programme. Whether you need a complete transformation partner or specialist capability in areas like architecture, data management, or integration, we adapt our engagement to your needs.

Delivery Model

LASHAN Digital offers a flexible delivery model that can combine UK-based consultants with offshore technical teams. This hybrid approach provides cost-effective delivery whilst maintaining quality and security standards. However, the delivery model is entirely the client's choice—if you require all services to be delivered from the UK, we can accommodate this.

UK Onshore Team

Client-facing activities including strategy, architecture, business analysis, stakeholder engagement, governance, project management, and any other client-facing activities are delivered by our UK-based consultants. This ensures direct engagement with your teams and alignment with your organisational context.

Offshore Technical Team (Optional)

Where clients choose to utilise our offshore capability, technical delivery including data engineering, pipeline development, report building, and platform configuration can be delivered by our offshore team. All offshore team members work within your security requirements, including:

- Secure VPN access to client systems as required
- Remote desktop access to client environments where specified
- Compliance with client information security policies
- Background checks and security clearance as required
- Working within client-specified hours for overlap with UK teams
- Data handling in accordance with GDPR and client data protection requirements

The hybrid model enables us to provide competitive rates whilst ensuring that sensitive client data remains protected and all work is carried out within agreed security parameters. If you prefer a fully UK-based delivery, we offer this as a standard option. The specific delivery and security arrangements are agreed during engagement setup and documented in our service agreements.

End-to-End Transformation Delivery

As your digital transformation delivery partner, we provide full programme delivery from business case through to operational handover. This includes programme management, delivery management, change management, system deployment, training, and adoption support. We take responsibility for the complete transformation journey.

Component Delivery Services

Alternatively, engage us for specific services as part of your transformation:

- **Architecture Services:** Enterprise, solution, data, and integration architecture design and governance
- **Delivery Management:** Programme and project management, PMO setup, delivery governance, and quality assurance
- **Data Management:** Data strategy, data governance, data quality, master data management, and analytics enablement

- **Data Platform Delivery:** Lakehouse deployment, data pipeline development, analytics and reporting implementation
- **Data Migration:** End-to-end HMS migration using our Data Migration Framework, legacy extraction, transformation, loading, and validation
- **CRM & Contact Centre:** Delivery and configuration of CRM platforms (Dynamics 365, SAP, Zendesk) and omnichannel contact centre solutions
- **Financial Systems Integration:** Integration with ERP and financial systems, ensuring seamless data flow and process automation
- **Integration Services:** API development, middleware configuration, system integration, HMS connectivity
- **Web Content Management:** Delivery of WCM platforms for resident-facing websites and digital services
- **Enterprise Content Management:** ECM platforms including SharePoint, document management systems, compliance document solutions

About LASHAN Digital

LASHAN Digital is a digital and data transformation consultancy and delivery partner specialising in UK social housing. With over 20 years of enterprise architecture experience and sector expertise, we help housing associations and ALMOs navigate complexity, adopt emerging technologies responsibly, and deliver lasting transformation.

Contact Us

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