



Housing Management System Cloud Enablement & Optimisation

Service Definition Document

G-Cloud 15

morson **EDGE**

Housing Management System Cloud Enablement & Optimisation

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

Service Definition for Housing Management System Cloud Enablement & Optimisation

We help local authorities, housing associations, and other public bodies to securely adopt and maximise the value of cloud-based housing management platforms. Through the configuration, integration, and optimisation of buyer-selected systems, we enhance housing operations, strengthen homelessness case management, improve data quality, and enable effective interoperability.

- **Discovery:** Discovery and preparation activities assess the current system configuration, data structures, workflows, and integration landscape across housing management and homelessness functions. This includes allocations, rents, repairs, assets, voids, tenancy management, homelessness prevention, temporary accommodation, relief duties, and case resolution. Outputs define configuration improvements, integration requirements, and deployment scope.
- **Configuration:** We support the configuration of buyer-selected cloud-based housing management systems to include NEC Housing, Civica Cx, Northgate, Aareon QL, MRI Orchard, and comparable platforms. Our configuration approach covers workflow design, form and assessment setup, rules-based automation, alerts, and reporting, all aligned with housing and homelessness statutory requirements - supporting compliance, operational efficiency, and effective case management.
- **Homeless enablement:** We configure homelessness workflows, case types, prevention and relief pathways, temporary accommodation tracking, and outcome reporting to support end-to-end case management and full compliance across all homelessness processes.
- **Integration enablement:** Integration enablement focuses on supporting connectivity between the Housing Management System and related systems, including repairs, finance, benefits, CRM, asset management, and partner systems. Configuration activities enable data consistency and interoperability without introducing proprietary dependencies.
- **Information governance:** Information governance and security are embedded from the outset. We support DPIA development, data protection reviews, and secure configuration of cloud platforms, including role-based access controls, audit logging, and secure handling of personal and sensitive data. All activities align with UK GDPR and public-sector information governance requirements.
- **Adoption:** Adoption support focuses on enabling effective use of the configured cloud housing management system. It includes role-based training, configuration guidance, and supporting materials to enable housing and homelessness teams to use the system effectively and in full compliance with their statutory responsibilities.

- **Optimisation:** Delivery is structured around clearly defined service units aligned to systems, modules, or service areas. Optimisation and reporting outputs support ongoing improvement in system usage, data quality, homelessness prevention performance, and operational insight.

Our project management and delivery approach for Housing Management System Cloud Enablement & Optimisation provides structured governance, clear accountability, and controlled delivery – aligned to statutory and assurance requirements – through end-to-end implementation and transition to live service.

Morson Edge does not provide general housing consultancy, policy advisory services, staff augmentation, or outsourced housing or homelessness delivery. Ownership of statutory decision-making, case outcomes, and service delivery always remains with the customer.

Service Features

- Configuration and optimisation of buyer-selected HMS cloud platforms.
- Support for NEC Housing, Civica Cx, Northgate, Aareon QL, MRI Orchard, and equivalent systems.
- Workflow configuration aligned to housing management and homelessness duties.
- Secure data migration, validation, and configuration support.
- Homelessness case management configuration aligned to statutory processes.
- Reporting, dashboards, and statutory return configuration.
- Integration enablement with repairs, finance, CRM, assets, and benefits systems.
- Role-based system training focused on effective cloud usage.
- Information governance, DPIA, and data protection configuration.

Service Benefits

- Improved statutory compliance across housing and homelessness services.
- Faster, more accurate case recording and decision support.
- Improved data quality supporting audit, inspection, and assurance.
- Better integration across housing, homelessness, and partner services.
- Reduced administrative burden for frontline housing officers.
- Improved visibility of demand, supply, and service pressures.
- Increased confidence in use of cloud housing systems.
- More effective use of existing HMS platforms.
- Improved reporting for homelessness prevention and outcomes.
- Scalable foundation for future digital housing innovation.

Exit, Transfer, and Portability

- All data remains the property of the customer.

- Data and configuration documentation can be exported in standard formats.
- The service does not restrict supplier change or internalisation.
- Exit does not require ongoing paid support or proprietary tooling.

Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

Data Restoration / service migration

We assist our customers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

Morson Edge agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the assignment in question. Requirements are clearly defined with the relevant customer stakeholders in order to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

Combination pricing

Morson Edge can provide multiple services in scope of G-Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

Service management

A Service Account Manager is allocated to each customer engagement. This individual is responsible for overseeing the services in scope of the engagement. This individual closely monitors the engagement's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their ongoing satisfaction.

Service constraints

Bespoke services, such as those in scope of G-Cloud 15, Cloud Support Services, are not subject to specific service constraints.

Service levels

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

Knowledge transfer

Wherever possible, Morson Edge ensures disciplined knowledge and skills transfer from the consultant(s) to the customer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the customer as the engagement progresses – empowering the customer and ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

Morson Edge is an approved and accredited supplier to multiple CCS frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

Termination terms

Morson Edge's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

By the consumer	By the supplier
Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract.	In the unlikely event that Morson Edge was to withdraw from G-Cloud 15, Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Customer prior to the commencement of the engagement.



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