

AmicusHorizon Orchard Deployment

Managing mergers and systems change with Knowledge Solutions



AmicusHorizon is an umbrella organisation for a number of housing landlords and housing related subsidiaries. Managing over 28,000 homes, AmicusHorizon offers housing solutions from general needs to housing for people with mental health problems and learning difficulties.

What was the problem?

Knowledge Solutions was initially implemented by Amicus, prior to their merger with Horizon Housing Association, to support the deployment of Northgate's SX3 housing management system. The project was halted due to the merger with Horizon. Horizon had been using an alternative system from Orchard for a number of years and it was decided that the Amicus user community would migrate to Orchard. The internal team created all the Orchard elearning training materials and documentation using Knowledge Solutions' tools.

How did they benefit?

The organisation was moving from one housing management system to another with very similar business processes. For this reason it was decided that online learning approach would be the ideal method to train staff. By using simulation and elearning staff were provided with a means of working through tasks at their own speed. All staff were then tested to assess their competence on the new system. Using Knowledge Solutions assessment was possible without the requirement to access a test or training environment and could be achieved at the desktop.

The efficiencies generated slashed the time required to get staff up-to-speed on the system by over 30%. Management reporting is now available at the touch of a button, ensuring that management can reliably measure the competence of staff and identify areas where staff need additional support and guidance.

Since the Orchard project Knowledge Solutions has been involved in creating an elearning induction programme for the HR Team. This was created over a 3 week period and covers everything from the company mission, organisation structure, benefits package, policies and procedures and timekeeping.