

# Why UK housing authorities struggle to evolve IT

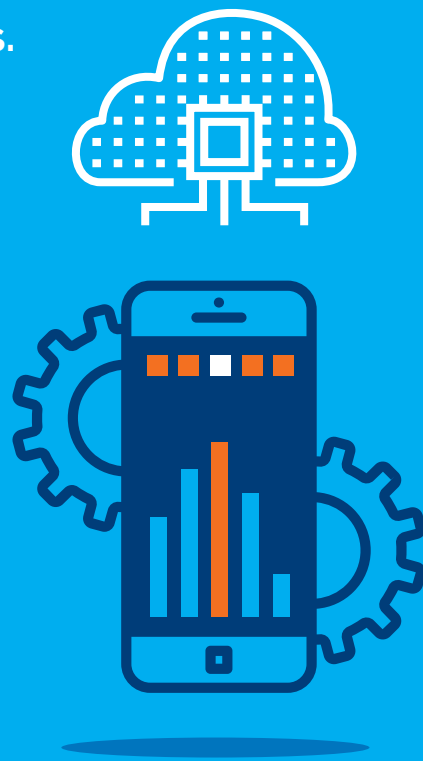
Many housing associations are struggling to effectively store and manage data, affecting how well they deliver services for citizens. Phoenix Software recently conducted research with employees at housing associations, revealing concerns around data, payment management and IT mobility.



IT investment must centre on digitisation and mobilisation to maximise the value of data and deliver better experiences.

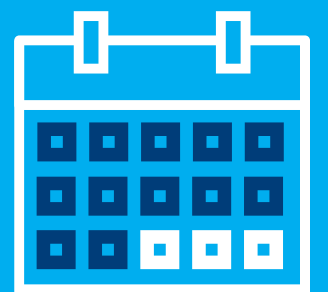
# 75%

don't believe their organisation can effectively use data.

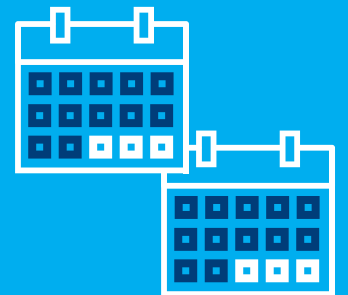


Many admit storage and management needs a refresh:

20%  
believe within  
**12 months**



27%  
believe within  
**24 months**



Following the introduction of Universal Credit, housing associations are under pressure:

# 1 in 10

struggle to manage tenant payments



# 1 in 3

admit the process has improved but is still difficult



IT mobility is also affected:

67% don't have tools to support remote working

47% don't have the technology to deliver applications remotely

40% don't know if their organisation can manage and protect applications used by suppliers and remote workers

By embracing a common storage platform, more housing associations can take advantage of tomorrow's technology to deliver on the challenges they face today.

For more information please visit:

[www.phoenixs.co.uk/ebook-evolving-IT-in-UK-housing-associations/](http://www.phoenixs.co.uk/ebook-evolving-IT-in-UK-housing-associations/)

**About the research:**

Phoenix Software conducted research to explore the extent of data storage and IT mobility challenges within UK housing associations. The research was carried out between April and June 2017.

