



Metropolitan Housing Partnership
London, England
www.mhp-online.co.uk

Industry:

Real-Estate Management

Annual Revenue:

US\$410 million

Employees:

1,500

Oracle Products & Services:

Oracle SOA Suite
Oracle BPEL Process Manager
Oracle Business Rules
Oracle Financials

Oracle Partner:



Griffiths Waite
www.griffiths-waite.co.uk

“Griffiths Waite’s expertise in business process modeling and Oracle’s SOA suite has enabled us to re-engineer a number of our key business processes and implement new, innovative systems to service the needs of our customers and meet changing regulatory requirements.” - Paul Clarke, Chief Information Officer, Metropolitan Housing Partnership



Metropolitan Housing Partnership Builds Smarter Business by Optimizing Existing IT Assets with SOA

One of the fastest growing housing associations in the United Kingdom, Metropolitan Housing Partnership (MHP) provides quality, affordable housing solutions for tenants and leaseholders. MHP’s aim is to achieve the maximum “three-star “ rating from the Audit Commission for the excellence of its services.

Challenges

- Improve the accuracy of service management charge estimates to tenants and leaseholders and provide an itemized breakdown of all charges due from each individual customer
- Enhance customer service and cut administration overhead by eliminating the need to issue credit notes and raise additional invoices at year end when full details of actual costs are known
- Gain the flexibility to adapt business processes quickly and cost-effectively in response to changing government legislation

Solution

- Commissioned Oracle Certified Partner Griffiths Waite to enhance housing management system (MWorld) to incorporate real-time service charge calculation functionality, as part of MHP’s Achieving Excellence initiative
- Chose Griffiths Waite for its Oracle expertise and experience in using SOA technologies to build flexible, cross-function, web services that boost business performance at low risk and cost
- Leveraged Griffith’s Waite’s Lean Six Sigma-based business process modeling methodology to capture and standardize processes and develop blueprint for the enhancements
- Used business process modeling to automatically produce the BPEL code that runs in the Oracle BPEL Process Manager
- Assembled new service charge calculation functionality using BPEL to create an end-to-end integrated, workflow-controlled process for calculating service charges
- Used Oracle Business Rules to apportion charges for services such as window cleaning and lift maintenance to each client according to the facilities available to their particular dwelling
- Cut charging errors, reduced the number of retrospective charges and credits issued, and lowered administration costs
- Providing customers and regulators with evidence of consistent, transparent service charge calculation processes