

RentTest

Putting your housing data to the test

**TEST THE IMPACT OF
RENTSENSE ON YOUR
ORGANISATION...**



Overview

The ability for landlords to benchmark systems with both peers and best of breed software is a compelling one.

It represents an opportunity to stress test current configuration and set up whilst also seeing exactly what the best of breed solution would deliver for the organisation.

This is why Mobysoft has developed its RentTest proposition as it enables social landlords to benchmark their systems against 160 other social landlords and against RentSense, the sector's leading arrears software solution.

With RentTest Mobysoft undertakes a data extract of all, or a specified amount, of your tenancies payment history from your Housing Management and/or CRM system and it is then loaded into a pre-configured RentSense system. In addition to that there is a short discovery session with housing officers understanding their current process and system use.

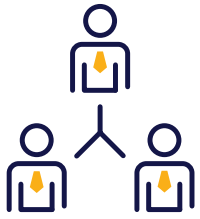
A Mobysoft software engineer and product specialist then test the accuracy of the RentSense system and where required re-configure the set up to further refine the accuracy.

Mobysoft then validates the data with the landlord to verify they agree with the recommendations, from which Mobysoft provide a breakdown of the findings.

Landlords are then able to run a comparative test to show the volume of arrears cases that RentSense would remove or add against the current system and process, and are able to check the value and type of cases, such as Universal Credit and non-Universal Credit cases.

Thus, they can identify what RentSense would deliver for their organisation in terms of efficiencies but also verify their own systems configuration.

The Process



ENGAGEMENT

Mobysoft sees this as a collaborative process that gives landlords real value in assessing RentSense and their own systems, as such we work closely with each landlord to minimise any potential disruption. Below are the typical steps of the RentTest process:

- Agreement
- Pre-discovery session
- Configuration and Testing
- RentTest
- Analysis & Workshop
- Business Case



AGREEMENT

Mobysoft and the participating landlord both sign a non-disclosure agreement (NDA) and agree the date for the pre-discovery session and RentTest.



PRE-DISCOVERY SESSION

This involves taking an extract of data from the Housing Management or CRM system. There is also an operational discovery review with some or a selected housing officer. This helps the Mobysoft Product Specialist understand the processes and the system, and any additional reporting that are being used to generate the arrears workload. This ensures the comparative process is like for like.

These two elements are typically done a week before the RentTest process, as this enables Mobysoft and the landlord to compare the system recommendations against RentSense the following week.



CONFIGURATION AND TESTING

Mobysoft typically takes twelve weeks to deploy, of which six weeks are usually assigned to configuration and testing. With RentTest Mobysoft implements an intensive config and testing process for a week to help optimise the build.



RENTTEST

Once the RentSense build has been completed the data is again processed through RentSense delivering a comparative caseload, which is then tested and analysed against that week's caseload presented by the landlord's incumbent system.

Mobysoft's implementation analyst and product specialist then analyse the caseloads and begin creating a comparative report for the landlord.



ANALYSIS & WORKSHOP SESSION

Mobysoft then meet with the landlord and share their findings with the operational team and sanity check the results, this can be as granular as checking individual tenancies in both systems, as well as verifying and agreeing the overall results.

The type of information shared in this session typically includes:

- Total Number of Tenancies Processed
- Number of cases that would be looked at with the current process
- Number of the above cases that would be removed by RentSense
- Number of additional cases that will be added by RentSense
- The value of the cases added by RentSense
- The number of those added cases that are flagged as being in receipt of Universal Credit
- The value of those added cases that are flagged as being in receipt of Universal Credit
- Example removed cases
- Example added cases
- Additional notes on any expected configuration changes should the system progress to live operation.

This is an important stage as it demonstrates transparency but also ensures there is agreement over the results and an understanding of the analysis.



DEVELOPMENT OF BUSINESS CASE

Mobysoft then arrange a time to present back the agreed findings to the senior management team. The presentation gives a top-level overview of the findings and an accurate calculation of what efficiencies and savings the landlord would derive from deploying RentSense, helping to de-risk any potential investment.

An additional element of this includes sharing anonymised benchmarking data insight into how the performance compares too peers.



FAQs

How does Mobyssoft extract the data?

Mobyssoft uses its own extract tool, called Midas. This successfully works across all our customers taking data either on a weekly or daily basis and feeding it securely into RentSense. Midas works across all major Housing Management and CRM systems and their various iterations.

How secure is the data?

Data is only ever transmitted over secure (HTTPS) connections using strong ciphers to RentSense. Once RentTest process has been completed the data is then securely destroyed.

What data does RentSense extract?

The RentTest extracts the following data types from the system of record. For a full exhaustive list please ask your Mobyssoft contact, however personal data (such as name and address) is redacted.

- Rent Transactions
- Rent Accounts
- Rent Balances
- Rent Tenants
- Rent Contacts
- Rent Recommended Actions
- Arrangements
- Rent Universal Credit Information

How much does RentTest cost?

It is free as there is no charge to landlords for RentTest.

Who is involved from Mobyssoft?

At various stages there are different people from Mobyssoft involved, such as Product Specialist, Software engineers, Implementation consultants. However, the whole process is over seen by Mobyssoft's Technical Account Manager and the individual landlord's business manager.

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