



Helping Housing Choices Australia

TechnologyOne System Administration
Support for a Not-for-Profit



By taking over the business-as-usual TechnologyOne system administration support, Lánluas enabled the Housing Choices Australia IT team to concentrate on successfully delivering a number of significant business transformation projects.

Helping Housing Choices Australia

To successfully design and deliver several significant business transformation projects, Housing Choices Australia (HCA) needed additional resources to provide consistent daily TechnologyOne system support for the OneHousing product suite.

Through our Supported Application Service (SAS), Lánluas provided this to HCA over a two-year period during the uncertainty of the COVID-19 pandemic. This enabled the business to focus on delivering transformative and value-add projects without having to worry about business-as-usual (BAU) IT support for TechnologyOne.

In addition to obtaining a quality service offering with continuity of service, HCA also briefed Lánluas with delivering productivity and efficiency gains to capture a higher level of stakeholder satisfaction with software investment, while also improving confidence in the TechnologyOne system. Central to the success of Lánluas' SAS support for HCA was for the team to embed seamlessly into the business, so HCA could focus on business growth and transformation.


Highlights of the project




Managing business-as-usual needs of 200 users throughout the organisation



System improvement, enhancement and extension



Dedicated consultant reduced response times from days to hours for stakeholders



Streamlined workflows: tasks that previously took hours now take seconds

The challenge we faced

Many of Housing Choices Australia's existing IT processes and procedures needed to be actioned manually and were time-consuming. Further, internal staff shortages slowed down these processes. This meant that response times were long, with some tasks taking up to two working days to complete.

The main brief to Lánluas was to provide BAU support for HCA's TechnologyOne OneHousing product suite to provide an enhanced stakeholder

experience, while the business focused on key digital transformation projects to help the business grow.

HCA were also interested in Lánluas' ability to audit and recommend improvements across its TechnologyOne applications while working in the environment day-to-day.

The solution we offered

Lánluas worked closely with Housing Choices Australia to identify their specific needs and developed a tailored solution in response. Lánluas provided 30 hours of SAS support per month to HCA, delivering BAU support remotely, coordinated through a single point of contact. Having a dedicated Lánluas contact resulted in a much quicker response time for HCA's staff enquiries.

Business-as-usual & administrative tasks included:

- Support for TechnologyOne OneHousing and Financials modules
- Management of TechnologyOne users and user profiles
- Creation and management of TechnologyOne security and permission filters
- Identifying process automation opportunities
- Resolving error issues
- TechnologyOne Distributed Processor Server monitoring and corrective action
- Configuring and managing scheduled tasks and background jobs
- Managing TechnologyOne Reports, XLOne Reports
- Segregation of Duties Analysis and Report
- Application Services Report Management (i.e., directing default logical printers for auto-generated reports)

For transparency and clarity, Lánluas provided weekly reports to HCA, outlining:

- Service utilisation against the monthly target
- Works performed
- Tasks requiring further information or follow-up by the IT team
- Identified issues and additional work

The final outcome

Lánluas effectively provided administrative support for the TechnologyOne OneHousing product suite over a two-year period at HCA during the uncertainty of the COVID-19 pandemic. This support catered to 200 users and resulted in significant benefits for the organisation, such as enhanced support, greater compliance, improved productivity, and operational effectiveness.

Lánluas' support not only freed up the internal IT team from their daily business-as-usual responsibilities, enabling them to focus on more impactful transformation projects, but it also led to significant system improvements and enhancements. For example, SAS enabled the automation of basic repetitive tasks using simple ETLs, which saved time and reduced errors.



I am very happy with the level of support and efficiency that Lánluas has brought to our business-as-usual administration tasks using Lánluas' Supported Application Service. The team's expertise and attention to detail have saved us countless hours and allowed us to focus on our core business objectives. I am delighted with the results, which have freed up 50% of my time, and would highly recommend Lánluas consultants to anyone looking to improve and enhance their business systems and business-as-usual TechnologyOne support.

Daniel Cipriani

IT Operations Manager
Housing Choices Australia



If your organisation wants to achieve the same outcome, [Contact Lánluas](#) to discuss how we can help.