



**L A K E**

# Housing Finance Survey 2017

IT Investment Priorities | Finance Management



## **Introduction**

This report looks at the priorities for investment in finance systems for the next 12 months and beyond. The report is based on a mailed questionnaire (Appendix 1) along with a survey of delegates to the Housing Finance Conference and Exhibition 2017. Organisations taking part in the survey ranged in size from 400 to well over 100,000 homes owned or under management. The median size was 6,300 homes.

## **About the Author**

LAKE Financial Systems is a specialist provider of financial management systems for the social housing sector. Our solutions are based on the following:

- Infor SunSystems – Financials
- Proactis – Purchase-to-Pay and Procurement
- IBM Cognos Express – Budgeting, Planning & Business Intelligence

# Results and Analysis

## Finance Management

87% of all companies responding to this survey indicated that investment in finance systems is a priority for the next 12 months. The focus of that investment was spread across the range of options with significant interest in all areas. The only exception was expense claim management which appears to remain more of an aspiration rather than real focus.

The spread of priorities was the same regardless of company size. Figure 2 compares responses from smaller companies (\*) with those of all companies. The only exception here appears be document management with smaller companies being less likely to invest.

*\* Smaller companies are those on or below median size.*

Figure 1. All Companies

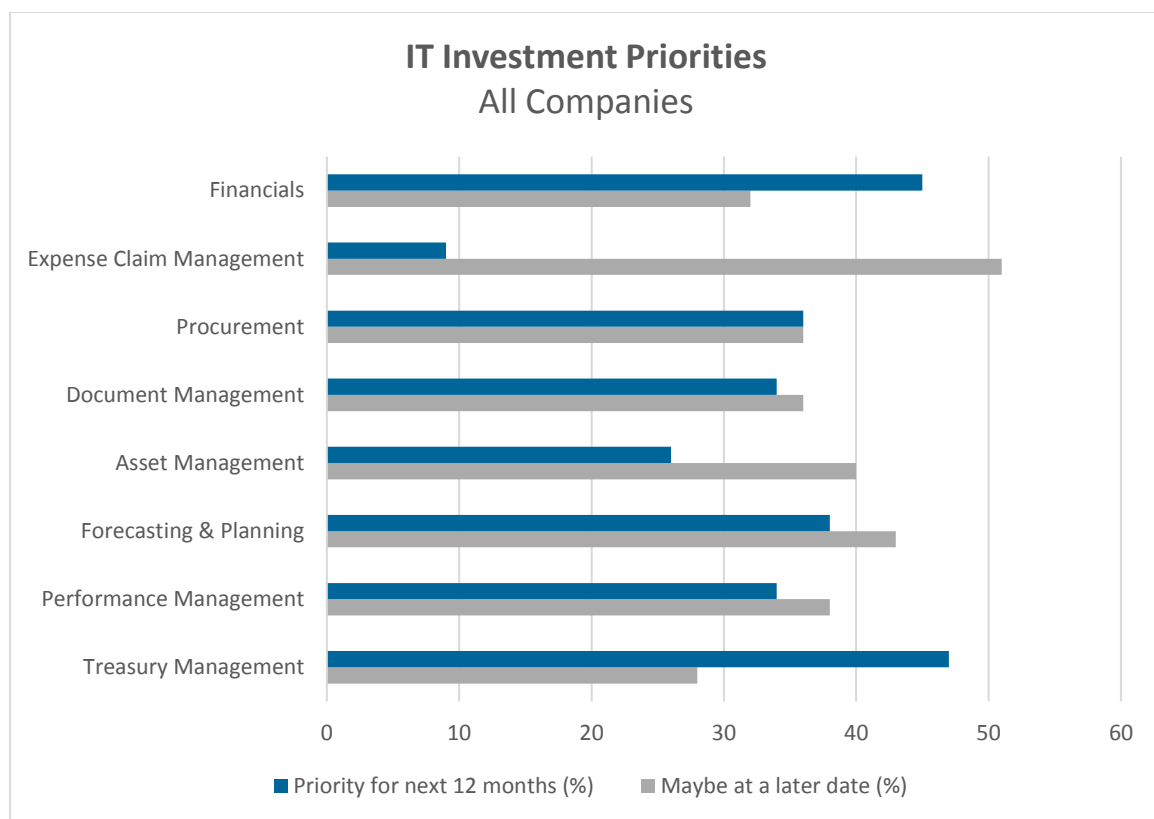
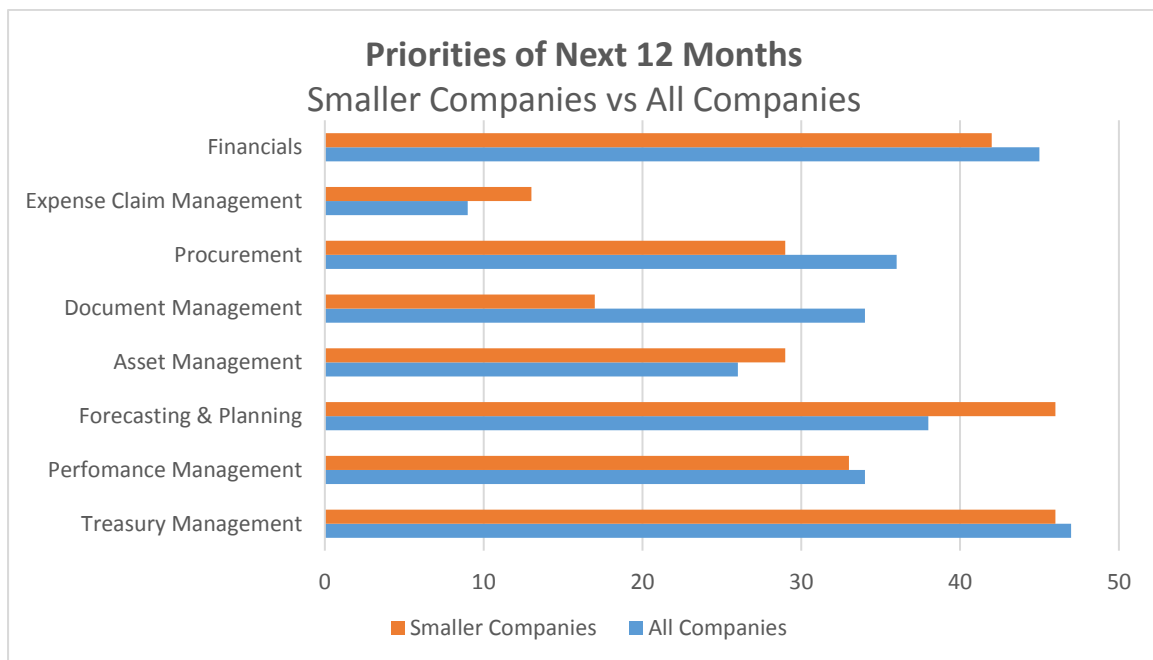


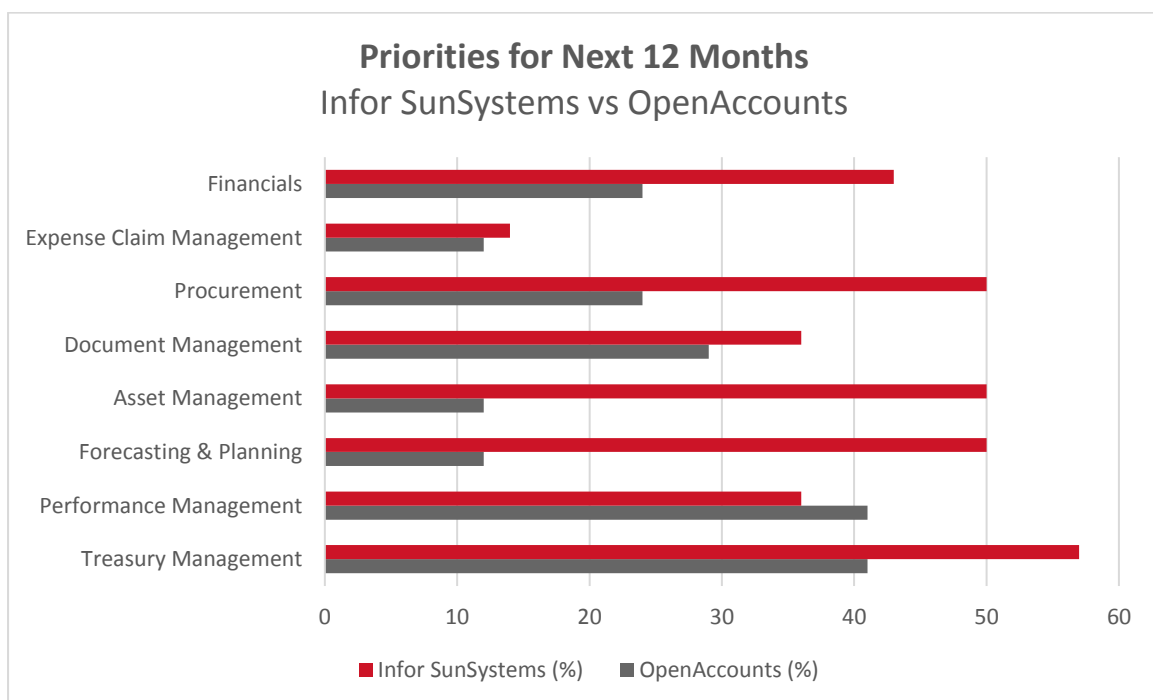
Figure 2. Comparison of Smaller Companies and All Companies



### A Tale of Two Systems

The market for finance systems in the social housing sector is dominated by Infor SunSystems and OpenAccounts. This survey reflects the market presence of these two systems with two thirds of respondents stating they use one or other of them. Interestingly, there was a marked difference in the responses users of SunSystems gave; they were much more likely to be prioritising investment over the next 12 months (Figure 3).

Figure 3. Comparison of Users of SunSystems and OpenAccounts



# Appendix 1

## Housing Finance Survey 2017

### IT Investment Priorities | Finance Management

The role of Finance is evolving. Housing Associations are looking to Finance to provide greater decision support and performance management. In too many cases, however, finance systems struggle to keep up with expectations. This survey looks at the priority areas for investment in the next 12 months and beyond. All responses will be treated in confidence. Your contact details are **not** required for the completion of this survey.

Finance Management	Priority for next 12 months	Maybe at a later date
• Financials	<input type="checkbox"/>	<input type="checkbox"/>
• Expense Claim Management	<input type="checkbox"/>	<input type="checkbox"/>
• Procurement	<input type="checkbox"/>	<input type="checkbox"/>
• Document Management	<input type="checkbox"/>	<input type="checkbox"/>
• Asset Management	<input type="checkbox"/>	<input type="checkbox"/>
• Forecasting & Planning	<input type="checkbox"/>	<input type="checkbox"/>
• Performance Management	<input type="checkbox"/>	<input type="checkbox"/>
• Treasury Management	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate the size of your organisation  
Number of Homes Owned or Managed:

Name of Finance system being used

#### Optional Prize Draw

Your contact details are **not** required for the completion of this survey. But if you would like to enter the prize draw for an Amazon Fire, please provide your name and company. The draw will take place on the second day of the Housing Finance Conference - 23<sup>rd</sup> March.

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