



Peripoint Limited
Systems Consultancy & Design

Case Study

Implementation Consultancy and Training Packages for a Large Housing Association

A project undertaken by Peripoint for : Paradigm Housing

Overview of the Project

Paradigm Housing (now trading as SettleParadigm) is a registered social landlord managing circa 30,000 homes across Buckinghamshire, Bedfordshire, and Hertfordshire. Paradigm selected the Civica Cx solution to provide the basis of a single platform covering Housing, Repairs & Maintenance, and Asset Management requirements.

Peripoint worked with Paradigm from April 2022 to February 2025 to provide a full range of consultancy, implementation support, and training solutions through our Peripoint Academy arm.

We delivered a series of workshops to establish the vision, objectives and core requirements from which we defined solutions documented in blueprints. By working closely with the project team, we imparted knowledge and understanding empowering them to move forwards at scale with building the configuration, remaining available as an SME to provide guidance and feedback. One of our key areas of further implementation input was creating complex SQL scripts and stored procedures which were consumed by the BI & Reporting team to establish a comprehensive set of dashboards and operational & KPI reports.

A major area we took on was to build a comprehensive set of training materials in both video and classroom style formats. This is described further over the page.

Benefits

- + Project team empowered through understanding and knowledge
- + Project progressed at an accelerated pace as a result of a controlled and well defined plan
- + Project plans refined to better reflect tasks required
- + Comprehensive solution blueprints defining the vision, objectives, operational processes and build requirements providing an all-round understanding for a joined up solution approved by stakeholders
- + Core repairs structures properly defined to maximize use of the system for proactive management, supervision and analytical reporting
- + Smart communications and other automations providing enhanced customer service
- + Strong KPI and performance analysis reporting, cascaded through the organizational structure and accommodating real-world scenarios
- + Comprehensive package of training provided to ensure users adapt to the new system and accompanying processes with confidence and understanding

Work carried out by Peripoint

- ✓ Workshops for solution design & documented into blueprints for review and approval
- ✓ Data build support & configuration – ensuring the solution adheres to the agreed design
- ✓ Building knowledge into the project team through training sessions, mentoring and Q&A
- ✓ SME consultancy to provide guidance and steer – troubleshooting issues and providing solution options to overcome obstacles
- ✓ Support to PM to define realistic project planning and reviewing progress
- ✓ SQL coding for complex queries and stored procs for detailed reporting, interfaces, validation and extended logic requirements in Cx
- ✓ Test script consultancy and functional testing
- ✓ Documentation of user and support guides
- ✓ Construction of a training solution, with course constructions, workbooks, supporting guides. Delivered in video formats and classroom style formats

Training Solutions provided by Peripoint for Paradigm



Paradigm required a comprehensive training solution that would provide users with detailed knowledge and understanding relevant to their roles, recognizing that investment in quality training is a key ingredient for a successful implementation.

Key considerations and requirements for the training included: a significant number of staff needing training including internal colleagues, technicians and external partners; acquiring a proper understanding and hands-on familiarization; re-usable in the future for refreshers, role changes, or new starters; incorporating messaging on changes and processes; deliverable within the timelines of the project; respecting that current service delivery also needs to continue.

A series of training courses were identified, covering the applicable roles within the organizational structure and the breadth of solution processes & functions that relate. In addition, we adopted a layered approach through sequencing courses to build user knowledge incrementally and cement understanding.

The required courses were structured into a progression “map” through which specific user training requirements could be derived, and each course was fleshed out with a detailed agenda and summary of content for approval before build commenced.

Courses were constructed using a hybrid approach of video based training and classroom style training. Overviews, introductory courses, and external partner courses were built using the video approach enabling all users to get a thorough grounding in the system ahead of more detailed and focused role/workstream specific courses led by trainers. This approach allowed trainer resource to be freed-up to focus around the detailed courses and mentoring key users, whilst also ensuring that users had prior strong introductory familiarization from the video courses.

All of our courses were structured into chapters and sub-topics enabling future re-packaging of materials and the ability to break out “how-to” guides as required. Videos were likewise segmented to facilitate incorporation into the LMS.

Participant workbooks, hands-on exercises, trainer guides and “train the trainer” was also made available.

About Peripoint

We specialize in providing independent consultancy and subject matter expertise for implementations of Civica’s Cx Repairs, Cx Contractor, Cx Mobile, Cx Scheduler, Cx Asset Compliance and Cx Planned Maintenance modules. Our lead consultant was a former product manager for housing repairs with Civica and was the key original solution architect for the Cx Contractor product set, and has worked with over 50 DLO and Repairs Organizations whilst with Civica.

Peripoint was formed in 2020, and we have undertaken projects with multiple Organizations implementing Cx, including SME consultancy to drive forward the implementation of the first site to go live with the Cx Contractor product set. We bring in-depth niche knowledge and expertise of the Cx Products and Modules detailed above that we believe no other independent consultancy is able to offer. Our unique capabilities provide drive and momentum, imparting knowledge and empowering organizations to make the most of the functionality available within the Cx system. A summary of our services are below:

- Subject matter expert
- Implementation consultancy
- Solution build and configuration
- Review and troubleshooting
- Business process mapping
- SQL scripts / stored procedures
- Functional testing / test scripts
- Upgrade testing and rollout support
- Integration design and support
- Specification writing for change controls
- Custom training packages that can be used by your own trainers and video training courses created in our own dedicated AV Studio

Our Contact Details

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