

Tips for introducing and scaling IoT in Social Housing.



Sustainable Scaling

Strategic Enablement

Operational Foundations

Scaling IoT projects can be a challenge for various reasons - cost, time, knowledge etc.

At iOpt, we like to think of it as a pyramid that helps you build towards rolling out sensors at scale across your property portfolio.

There are three key areas to consider when scaling an IoT project - **Operational Foundations**, **Strategic Enablement** and **Sustainable Scaling**.

Operational Foundations

Why?

Processes

Adoption

Culture

360° Ownership

This stage is about understanding what you want to get out of your IoT project, what processes you currently have in place and what you need to do in order to make the project successful. At iOpt, we aim to support with the operational foundations by making sure processes are in place from day one, that impact on your day-to-day is minimal and that there is buy-in from everyone across your organisation.

Strategic Enablement

Engagement

Communication is key when scaling an IoT project. Both internally and with tenants. By working in silos or not being clear on what you are doing with tenants, putting properties in to homes simply will not work. To overcome this, iOpt recommend you do the following:

- **Be transparent** - Make sure colleagues, DLO's, tenants and anyone else involved in the project understands what you're trying to achieve.
- **Be compliant** - Consider GDPR, how and why data is collected and build it into tenancy agreements.
- **What you see, tenants see** - Use the iOpt Tenant App to help tenants understand what is going on inside their property and use it to offer support where needed.
- **Celebrate your wins** - Shout about successes as far and as wide as possible!

Enablers

Impact

Consider who this project will impact and how it will affect their day-to-day role

Strategy

Ensure you have an understanding of what you want the outcome to be and that your direction of travel allow you to achieve this.

Simplicity

Keep it as simple as possible. iOpt will support by taking as much of the stress away from the project as possible.

Sustainable Scaling

Do not's

- Going from pilot to roll out without a plan will cause a lot of headaches
- Working in silos will make scaling a surprise
- Try not to keep tenants in the dark. They could be your biggest blocker.

Do's

- Set out why you want to go to scale with IoT from day 1
- Have a strategy in place with a clear timeline of how you'll achieve it
- Build a team and get buy-in from around the organisation
- Focus on how tenants will respond and engage with them early
- Celebrate your wins!