



Connexus – Preparing for Digitalisation

Around 10,500 homes
49 Housing for Older People
schemes
30 Independent Living
schemes
General needs customers





Transformation

Not a shinier version of what we already have.....

Takes advantage of new technology

Cost effective – for customers and for Connexus



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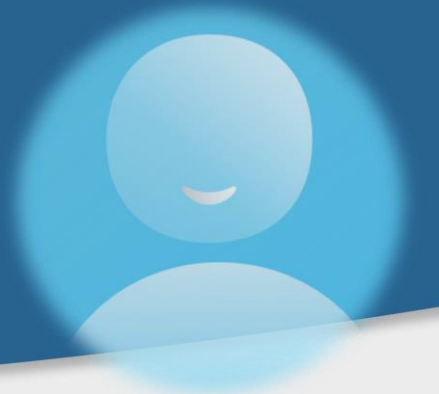
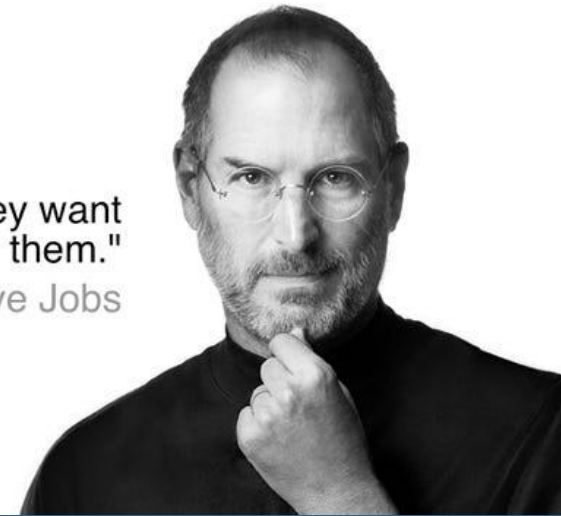


Fail to prepare

- Project Group
- Customers
- Contacts, partners, networking
- TSA
- Meet the Buyer event
- Local Authorities

"People don't know what they want
until you show it to them."

- Steve Jobs





The tender

3 Lots

Encouraging partnership
bids & innovation

Contract(s) value circa
£2.75m

Still out to market, due to
start on site June 2023



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BT Digital Voice: Sheltered housing trial April 2024

What does success look like?

- Successful migration of all residents involved in the trial within a defined period of time.
- Successful coordination of organisations required to ensure no customer is left without a working service.
- Customer awareness of the switchover and satisfaction with the migration experience.
- Positive feedback from residents and ILOs that a coordinated approach made things simpler for them.

[BT announces regional rollout schedule for Digital Voice](#)