



# Infor case study

## Queens Cross Housing Association (QCHA)

Queens Cross Housing Association (QCHA) are a community-based housing association and the Queens Cross vision is for excellent housing in vibrant communities. QCHA are driven by their values of respect, integrity and aspiration.

QCHA provide nearly 4,500 homes in an area that stretches north from Glasgow city centre along either side of the Forth and Clyde Canal.

The housing stock includes flats, deck access properties and traditional Glasgow tenements.

Having used SunSystems for many years, QCHA wanted to upgrade to:

- / **Modernise their solution to provide a full and current accounting system**
- / **Simplify operations with faster and more efficient accounting work processes**
- / **Enable end users to self-service report and interrogate their financial areas**
- / **Meet the compliance requirements for IT environments and platforms**
- / **Access the latest Q&A, along with training**
- / **Introduce best practise with regard to a pre-production/test server environment**

The Kick team provided a project discovery session and created a deployment schedule based on the PQIS implementation methodology.

Working in partnership with a dedicated Kick Project Manager, the upgrade and system enhancement programme was delivered on time and to the agreed budget.

QCHA's project requirements have all been met and the solution is now providing the user experience and solution enhancement that QCHA required.

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“Working in partnership with Kick ICT proved once again that they understand the sector and go the extra mile to help when needed.”

**Neil Manley /**  
**Director of Finance & Corporate Support**

