



CATI Software Managed Service

/ Acuity Research and Practice

Acuity provides specialist research and consultancy services to the social housing sector. Since 1998 they have helped housing providers evaluate, challenge, and improve performance through tailored perception, transactional and deep-dive surveys, profiling and insight. With a benchmarking base of over 150 members, Acuity combines robust data, sector-specific expertise and flexible delivery to support continuous improvement, regulatory compliance and better outcomes for residents.

" Our system was efficiently adopted and overhauled by NewRedo allowing changes to the business structure and ongoing execution of commercial objectives "

Alison White - Operations Director



Project Introduction

A NewRedo cross-functional agile team applied improved engineering practice to update source control, build and deployment practices through automation allowing faster feature development and improved operational risk. Significant new features were then implemented to reduce client on-boarding time and lower monthly reporting costs. The changes made a cloud migration possible further improving availability and business continuity. The NewRedo team now runs and maintains the system on an ongoing basis.

Project Challenge

The Acuity CATI software had been developed organically over many years using a capable but stretched in-house team. Their limited capacity left little time to adopt new technologies and engineering practice alongside on-boarding new clients and new business needs. Furthermore the system was highly optimised to work with Acuties customers in the housing sector, providing a significant operational advantage but making off the shelf replacements less attractive and more costly. Changes within the business meant that Acuity needed a new partner to support and develop their CATI software and support the growth opportunities the business could see.

Project Solution

A NewRedo cross-functional team was formed to take an agile approach to adopting operation and development for the CATI software, ensuring business continuity and fast returns. Focusing on quick wins and areas of greatest risk the team started to partition the code and restructure source control to be able to support a repeatable deployment pipeline and regular delivery of new feature code. Development, staging and production environments were created to improve testing and stakeholder feedback, before functionality of the CATI software went live. These development environments were provisioned with Microsoft Azure cloud infrastructure, and week by week new fixes and features were rolled out. As knowledge and confidence grew, the final stage was to migrate the production system on Microsoft Azure cloud infrastructure and decommission the legacy servers.

Customer Value Proposition

By increasing the automation and rigour of the development pipeline, fixes and new features were rolled out faster, more frequently and with less disruption. Stakeholders could easily provide feedback to the team, and course corrections were quickly made, culminating in consistently good outcomes. The move to the Azure cloud simplified scaling and performance tuning as well as disaster recovery, and the cost savings delivered through feature upgrades to the CATI software increased capacity for new business and better services.

Project Skills

C#, Legacy Systems, .NET, Azure AD, Agile Delivery Management, Cloud Infrastructure, Javascript, Technical Leadership, Azure, SSO, Data Analytics, Business Analysis, Software Architecture, Change Management