Hello, my name is Sancho!

aka.ms/MeetSancho

Modernisation of processes through digitisation, automation and analytics utilising PowerApps & the Power Platform
Formed in 1994 – **25 years** as a trusted delivery partner for UK Local Authorities, Central Government and Institutional Investors

Delivering services **Nationwide**, including major offices in London, Edinburgh, Leeds and Essex

Client base includes **45+ Councils, 25+ Housing Associations** and **15+ institutional investors**

**2,600+** directly employed members of staff

**25,000+** Mixed tenure homes managed on behalf of Councils, Housing Associations and Developers

Facilities management to **200+** schools, academies and universities
Neighbourhood services to over 300,000+ homes

- Heating 4,000+ homes with a pipeline of 15,000+ homes on Greenwich Peninsula
- Pipeline of 20,000+ homes for Grain, our hyperfast broadband network.
- Neighbourhood services to over 300,000+ homes

- 40,000+ people helped back into employment
- 480,000+ calls handled annually by our 24/7 customer contact centre
- 5,000+ new and refurbished sustainable and energy efficient homes delivered
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I am autistic and previously worked within technical IT support.

Saw an opportunity to digitise, automate and analyse existing paper-based and Excel-based processes and was able to create a new role and career path by embracing PowerApps and the Power Platform.

Taught myself to create and use PowerApps, Flow and PowerBI, focusing on PowerApps to create beautiful, branded Apps.

Through the community I found a place where I made friends and felt part of a like-minded group, where my knowledge and advice is valued, and where I can directly help other people.

I created, shared and continue to update a branding template to help everyone in the community save their time and effort in making easily-configurable and customisable PowerApps.
Our modernised Profit Centre and Authorisations List
Innovation Centre

One central location for staff to submit new ideas and innovations
Health & Safety Audits

Revolutionising resource-intensive processes to a few simple taps
Impacts and Benefits

- Carbon footprint reduced
  - Digitisation of processes reduced print volumes by thousands of pages.
- Reduced administration overhead
  - Automation of repetitive manual tasks allowing staff more focus time.
- Improved and efficient governance
  - Auditing of Apps, Flows, processes and data utilising PowerBI.
- Centralised data sources (no more outdated copies!)
  - Reduction of email clutter and mailbox sizes through linked attachments.
- Automated Data Cleansing
  - Validation ensures accuracy within historically error-prone processes.
- Increased productivity
  - Hours-long processes reduced to minutes.