

Ian Lever, Digital and Technology Director



Expertise

Strategic planning and development of digital and technology services, strategies and budgets. Infrastructure and systems reviews and procurements. Structured programme management and process reviews.

About

Ian has been instrumental in the development and delivery of several nationally recognised projects including The National CRM project and the National workflow projects where he managed the creation and deployment of business case and ROI templates used by most UK Local Authorities and many housing providers.

He has developed and managed innovative digital strategies including customer access solutions delivering both efficiencies and cashable savings to a range of clients in Housing, Local Government and Care. A number of these clients have since received national recognition for their innovative use of technology!

Ian has been deeply involved in the digital agenda and has undertaken a series of European, national and regional road-shows specifically delivering digital engagement and customer access presentations on behalf of both clients and suppliers. His latest work encompassing IoT, bots and emotional AI is gaining international support and recognition.

Recent Altair Assignments

Golding Homes - Development of a new target operating model for the IT service; digital strategy; technology & systems architectures; staffing restructure; IT investment plan.

Nottingham Community Housing Association – Development of a new customer access strategy exploiting modern technologies; review and revision of all customer contact processes; enhanced contact centre solution; implemented a new self-service multi-channel payment solution; developed the CRM business case.



Lincolnshire Housing Partnership – Developed a business case for the replacement of infrastructure and telephony and managed the procurement through to implementation. Introduced new cloud solutions including O365, Teams and Sharepoint plus a Cloud provisioned contact centre solution.

Background

Ian has been in IT consultancy for 35 years having previously been Assistant to the Chief Executive at Manchester City Council with portfolio responsibility for client-side ICT. During his time as a consultant he has led a number of IT consultancy practices including NCC Group, Tribal, Capita, Alysium, Aventura and more recently at ARK Consulting.

Publications

Regular contributor to Housing Technology magazine

