

Cher Lewney, Principal Consultant



Expertise

Design and delivery of digital and technology services in housing and local government. Strategy development, planning and recruitment and establishment of diverse teams to deliver complex change. Programme design and management. Business process redesign, including across departments and agencies. Full digital solution design and delivery.

Applications used in the social housing sector, from traditional solutions from mainstream vendors operating in the sector through to the Microsoft Dynamics platform and low code solutions as end-to-end solutions for the public sector.

About

Cher has focused on the design and delivery of digital transformation in the housing and wider public sector for the last ten years. She has programme managed complex replacements of the full applications stack, incorporating omnichannel contact centre solutions, customer portals, CRM systems and mobile working solutions. Master data management, management information and business intelligence have been integral to that.

More recently, she has worked extensively with the Microsoft Dynamics platform to understand and architect its use in the social housing sector. This has involved greenfield architecture of transition roadmaps, as well as consultancy to advise on turnaround strategies for implementations which have experienced difficulties.

Recent Assignments

Social Housing and Local Government:

- Development of a business case for investment in the Microsoft Dynamics 365 platform as a strategy and roadmap moving from traditional housing solutions; including options appraisal; staffing and skills assessment; return on investment analysis.
- Review of asset management and dynamic scheduling systems to support architecture and investment decisions.



- development of a management information and data strategy, including stakeholder workshops and engagement sessions to understand challenges and identify practical opportunities; roadmapping and action plan.

Background

Cher has worked for over 20 years in social housing and local government. After leading operational ICT teams, she became an interim digital transformation consultant and worked with clients including Your Housing Group, Aspire Housing and Cross Keys Homes to support and design their digital transformation journeys. She then joined Hitachi Solutions Europe as their Head of Housing Development, before returning to consultancy more recently and joining Altair as a principal consultant in June 2021

She is also a Board Member with Platform social change charity and is completing a funded Masters by Research through Bangor University focusing on public service redesign.

