Customisation

LAs build custom modules and integrations to make up for missing functionality

Supplier relationship & market dynamics

Procurement barriers, focus on cost-saving and systems' customistomisation impacted buyer–supplier relationship

Barriers to upgrade or switch

Upgrading or switching systems is resource intensive and could break custom and integrations so new versions are not applied

Housing Mgt System

Organisation

Vendor lock-in

Poor systems usability & limited integration

Old housing technology systems have poor UX, missing features, and limited integrations restricting data flow

LA cultural legacy

Limited IT resources to invest in iT and procurement and risk of disrupting custom systems made councils risk-averse

1