

Trivallis.

Digital and Data Strategy.



www.trivallis.co.uk

Introduction



This Technology Strategy sets out how we will build on strong digital foundations to deliver excellence for our customers, tenants, and communities. Centred on four key principles – Cyber Security and Infrastructure, Data Quality, Ethical AI, and Service Excellence – it outlines the priorities, risks, and opportunities that will shape our digital future. Success will depend not only on the technology we use but also on the way we work together as an organisation, embracing change and ensuring that every innovation brings us closer to the people we serve.

Vision

To achieve long-term digital strength and resilience through innovative and proactive technology leadership, aligning digital policy to support and enable the successful delivery of the Corporate Strategy, across the four pillars of digital excellence.



Current situation

We have a strong IT foundation, with core infrastructure built on Microsoft Azure and key housing and financial systems delivered through Microsoft Dynamics. This provides a secure, resilient, and cyber-ready environment on which to build.

Our Business Improvement team has been instrumental in delivering this digital infrastructure and with these foundations in place, are now able to shift focus towards a new path of service excellence.

Alongside this, our newly established Data and Insights team will provide the capacity and capability to harness data as a driver for innovation and decision-making. The first and most critical step on this journey is improving data quality, which forms the bedrock of any successful data-driven strategy.

What we will do



1.



Strengthen cyber security

Including regular phishing simulations, providing targeted training and support where needed. Maintain relevant quality assurance credentials including cyber security essentials.

2.



Embed service excellence

Establish a Service Excellence function that applies lean methodology and promotes efficient, streamlined processes across the organisation.

3.



Implement a data quality framework

Set and monitor standards for accuracy, completeness, and consistency of data across all service areas.

4.



Harness the Microsoft Power Platform

Maximise our partnership with Microsoft by adopting Power Platform tools to drive automation, insight, and innovation.

5.



Bring technology closer to tenants

Ensure every digital solution is designed to enhance the customer experience.



6.



Develop our data and insights capability

Build capacity within the Data and Insights team to transform raw data into actionable intelligence.

7.



Adopt an ethical approach to AI

Ensure all AI initiatives are underpinned by clear ethical principles, prioritising fairness, transparency, accountability, and customer trust.

8.



Ensure robust governance and compliance

Maintain strong oversight of digital initiatives, ensuring compliance with regulatory, ethical, and cyber security standards.

9.



Drive continuous innovation

Encourage the exploration of new technologies, tools, and practices that can add value for colleagues and customers alike.

10.



Measure and share success

Track progress against our digital objectives and communicate achievements to demonstrate impact and build organisational confidence.

Four pillars of digital excellence



Cyber security and infrastructure

We will maintain a secure, resilient, and modern technology foundation that protects our organisation and our customers. By continually strengthening our infrastructure and adopting robust cyber security practices, we will ensure that we remain cyber-ready and prepared for emerging threats.

Data quality

High-quality data is the foundation of a successful digital organisation. We will embed a clear data quality framework, focusing on accuracy, completeness, and consistency across all service areas. This will enable better decision-making, stronger insight, and more reliable services for our customers.

Ethical AI

We will take an ethical approach to the adoption and use of artificial intelligence, ensuring fairness, transparency, and accountability in every application. Our commitment is to harness AI in a way that builds trust, protects privacy, and creates tangible benefits for colleagues and customers.

Service excellence

We will embed lean methodologies and efficient processes across the business, creating a culture of continuous improvement. By streamlining how we work and aligning technology with business needs, we will deliver services that are effective, accessible, and truly tenant focused.

Strategic projects



Data Quality Framework

Introducing accuracy and completeness reporting for all service leads to drive better data quality across the organisation.



Ethical AI Policy

Developing an approach to ensure AI is used ethically and effectively to support tenants and improve services without losing the human element.



Business Improvement & Service Excellence

Applying lean methodologies to improve efficiency, streamline processes, and embed a stronger tenant-focused culture.



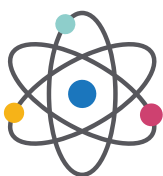
Cyber Essentials Accreditation

Working towards achieving Cyber Essentials accreditation, with the long-term goal of securing Cyber Essentials Plus.



Regular Cyber Security Testing

Conducting phishing simulations every quarter to strengthen colleague awareness and organisational cyber resilience.



Project Nucleus

A data driven approach in conjunction with team around the tenant approach, delivering a new ability to understand our customer demands and needs to make our services more proactive.

What we need

For this strategy to succeed, all teams must embrace the change that service excellence brings. Service excellence is not just about refining processes – it is about embedding a way of operating that prioritises efficiency, collaboration, and continuous improvement.

This requires a collective commitment across the organisation: to regularly reflect on our ways of working from a continuous improvement mindset, and adopt lean methodologies, and to see technology as an enabler of better services rather than simply a set of tools. By working together in this way, we will create a culture where service excellence is part of everything we do – delivering better outcomes for our tenants and colleagues alike.





Risks

The digital strategy will be regularly stress-tested to identify the key cyber security risks that could have the greatest impact. The Executive Leadership Team and Board will approve mitigation strategies as part of this process.

We operate a dynamic risk register where cyber security remains a core element of digital risk assessment. Cyber risks will be regularly evaluated to ensure that mitigating them does not compromise the overall delivery of the Corporate Strategy.

Conclusion

This strategy outlines how we will leverage technology to achieve the objectives of the Corporate Plan, guided by our principles of cyber security and infrastructure, data quality, ethical AI, and service excellence. By embedding strong digital governance, fostering a culture of continuous improvement, and ensuring technology supports both colleagues and customers, we will strengthen our organisation's capability to deliver lasting impact and drive our ambitions forward.

Trivallis.

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