



Metropolitan Housing Partnership  
London, England  
[www.mhp-online.co.uk](http://www.mhp-online.co.uk)

#### Industry:

Real Estate Management

#### Annual Revenue:

US\$410 million

#### Employees:

1,500

#### Oracle Products & Services:

Oracle SOA Suite  
Oracle BPEL Process Manager  
Oracle Business Rules  
Oracle Financials

#### Oracle Partner:

Griffiths Waite  
[www.griffiths-waite.co.uk](http://www.griffiths-waite.co.uk)

**“Oracle SOA Suite has enabled us to re-engineer a number of our key business processes and implement new, innovative systems to service the needs of our customers and meet changing regulatory requirements cost-effectively and at the speed of demand.”**

– Paul Clarke, Chief Information Officer, Metropolitan Housing Partnership

## Metropolitan Housing Partnership Leverages SOA to Build Flexible, Transparent, Interoperable Processes

One of the fastest growing housing associations in the United Kingdom, Metropolitan Housing Partnership (MHP) provides quality, affordable housing solutions for tenants and leaseholders. MHP aims to achieve the maximum “three-star” rating from the Audit Commission for the excellence of its services.

### Challenges

- Improve the accuracy of service management charge estimates to tenants and leaseholders and provide an itemized breakdown of all charges due from each individual customer
- Enhance customer service and cut administration overhead by eliminating the need to issue credit notes and raise additional invoices at year end when full details of actual costs are known
- Gain flexibility to adapt business processes quickly and cost-effectively in response to changing housing sector legislation

### Solution

- Used Oracle BPEL Process Manager for a housing management system with near real-time management costs and built-in service charge calculation functionality
- Used Oracle BPEL Process Manager to assemble the new functionality as an end-to-end, Web service-based business flow and reduce the complexity of calculating charges
- Leveraged Oracle BPEL Process Manager to make schedules of charges available for viewing and approving by neighborhood officers on each estate or apartment block
- Used Oracle Business Rules to apportion charges for services such as window cleaning and lift maintenance to each client according to the facilities in place at a particular dwelling
- Routed invoices to Oracle Financials via BPEL to automate the generation of service charge bills in accounts receivable
- Cut charging errors, reduced the number of retrospective charges and credits issued, and lowered administration costs
- Providing customers and regulators with evidence of consistent, transparent service charge calculation processes and accurate invoices to support MHP’s goal for a three-star rating
- Benefited from Oracle Certified Partner Griffith Waite’s Lean Six Sigma-based business improvement methodology to design, develop, and deploy the solution rapidly