

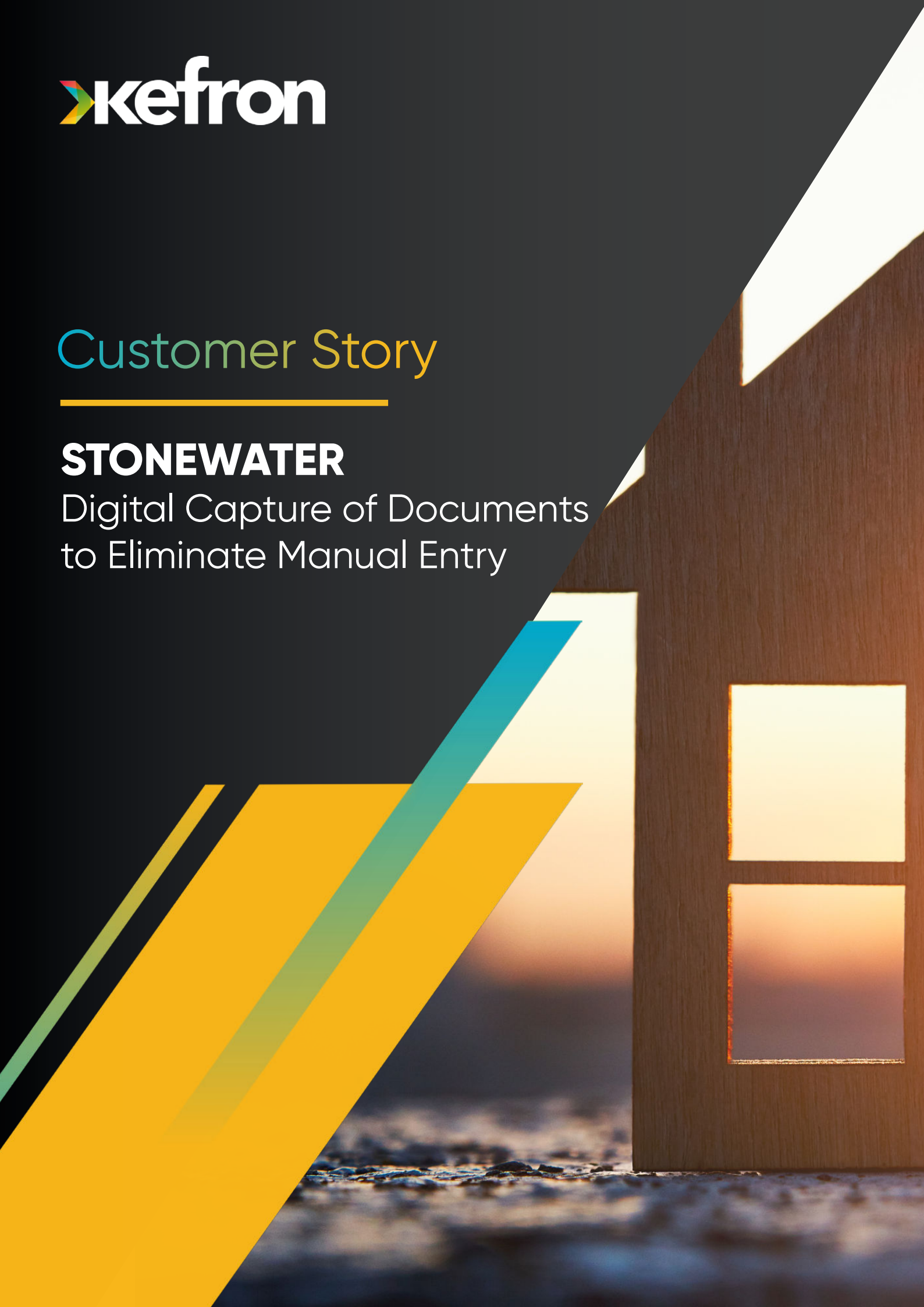


## Customer Story

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### **STONEWATER**

Digital Capture of Documents  
to Eliminate Manual Entry



# Customer Background

Stonewater is a social housing provider committed to providing good quality, affordable, social homes to those who most need them. They offer a variety of options including general rent and sales, domestic abuse refuges, and a dedicated LGBTQ+ Safe Space. They are the largest management partner for Legal & General Affordable Homes in England, committed to the building and maintenance of social housing.

Currently Stonewater manages around 34,500 homes for over 76,000 customers across England. According to Best Companies, as of 2022 Stonewater is one of Housing's Top 10 Best Associations to Work for, the UK's Top 50 Best Large Companies to Work for, and a '2 Star' Outstanding workplace. This reflects their dedication to the social housing cause and great levels of engagement throughout the organisation.



# Customer Situation

Stonewater receives approximately 140 housing benefit schedules per month. Each of these schedules contain individual customer data regarding the payment of housing benefit which needs to be entered in to Stonewater's Housing Management System. Some of these schedules were received in a digital format enabling an automated data upload. However, a large proportion of these documents were being received in a pdf or paper format and therefore were being processed manually via data entry by Stonewater's employees.

This consisted of the manual input of hundreds of lines worth of data. This was a hugely time-consuming process, which required specifically allocated resource to perform. Not only this, but due to the manual and repetitive nature of the task it was open to human error and time delays resulting in incorrect data being entered in the Housing Management System which later would need to be corrected.



# Data Capture Solution

Stonewater required an immediate solution to help in the processing of the housing benefit schedules. While researching, they discovered Kefron UK and contacted us directly to discuss a possible solution. Stonewater signed with Kefron in April 2022, and since this time have eliminated all manual entry data processing from their schedules through the use of Kefron's scanning and capture services. Part of this success is thanks to their dedicated account manager, Tony Cockerill.

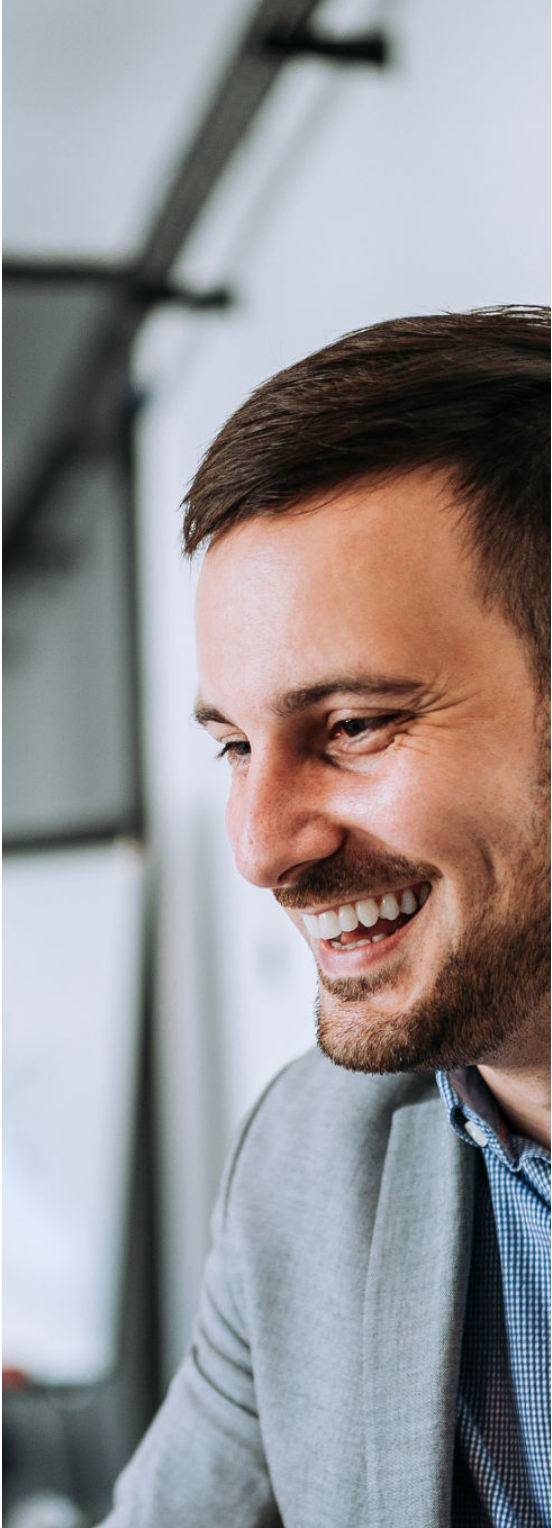
“Kefron team has been professional, friendly, and helpful with their solutions to numerous queries during the initial phase of implementation. Tony continues to provide answers to queries which arise due to changes resulting from schedule formats differing from the original layouts used to generate our templates. As the schedules are produced by numerous Local Authorities, we have no control over their format. Tony has a great focus on customer service and is extremely approachable.”

**Jatnet Carter, Revenues Accounting Manager  
at Stonewater**

Stonewater's payment schedules are received by Kefron, and the lines of data automatically extracted.

Kefron have designed a template for each variation of payment schedule. This allows Stonewater to drop the various payment schedules into Kefron's secure FTP server and extract of data automatically.

The resulting data is via CSV file and uploaded to Stonewater's own Housing Management System. Kefron's solution can extract data from any lined document.



In the first 5 months  
of this project,  
Kefron has processed  
over 554 payment  
schedules.

# The Key Benefits

The increased automation and digital allows Stonewater to focus resources on more value adding activities and to increase customer satisfaction.

The enhanced data accuracy has further increased the efficiency and effectiveness of the process as time and resource is no longer required resolving data issues and inconsistencies. It has also provided an improved audit trail allowing Stonewater to ensure compliance with policies, procedures, and legislation in the way they process their housing benefit schedules.

Thanks to Kefron, Stonewater are assured that the information they process is up to date and accurate. It can be processed in a fast and efficient way whilst maintaining clear and transparent financial control.

40 hours per month being saved  
of processing time required

*"Kefron's solution has really helped Stonewater in its strategy to digitalise internal processes. The cost-effective solution has allowed us to refocus resources on to value adding activities that can really make a difference to our customers!"*

**Matt Brombley, Head of Financial Services  
at Stonewater**

The Kefron logo features a stylized 'K' icon composed of three overlapping triangles in red, green, and blue, followed by the word 'kefron' in a white, lowercase, sans-serif font.

**kefron**

A series of overlapping, diagonal geometric shapes in shades of yellow, light green, and cyan are layered on the left side of the page, partially overlapping the building image.

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