



WINTEN2+ AT THE HOPKINSVILLE HOUSING AUTHORITY

For the past 25 years, Hopkinsville Housing Authority (KY) has enjoyed using Tenmast Software to manage all of their housing programs; 455 Public Housing units, 484 Section 8 units and 48 TRACS Multifamily Units. When given the opportunity to upgrade to the industry's finest software system, Tenmast's WinTen2+, they were excited to start the migration process. HHA was a prime candidate to be one of the initial agencies to migrate to WinTen2+ because of their TRACS Multifamily program and HUD's TRACS 202D submission requirement changes.

Tenmast University

Before the migration began, each user at HHA was enrolled in Tenmast University, Tenmast's Online Learning Portal. Rebecca Hilliard, Occupancy Specialist and the agency's leader for the migration, links the organizations exposure to Tenmast University with how quickly staff became comfortable in 2+, "Tenmast University shares great information. It allowed us to pick up on things quicker!" Every staff member who works in the Tenmast system was required to go through Tenmast University before the agency went live. This allowed them to focus on learning the ins and outs of 2+ without simultaneously being overwhelmed with the migration.

Tenmast University was the perfect way for staff members that were hesitant or concerned with the migration to ease into WinTen2+. With short video clips, HHA staff could watch videos and learn how processes would be handled. This provided valuable exposure to updated screens and new processes in WinTen2+ prior to using the system in a live production environment.

Migrating to 2+

The agency's migration went very well. The Validation Machine (or VM) was one of Hilliard's favorite resources, "Access to the VM was wonderful for getting used to what the data would look like in WinTen2+." As part of the migration process, client's can gain access to their customized VM to validate their converted data as well as to gain a better understanding of how the data will be accessible in WinTen2+. Hilliard would encourage other agencies to allow more staff member's access to the VM, "I regret not allowing more people to have access to the VM! I think it eased some of the initial shock, being able to see our data in the system beforehand."

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Working in WinTen2+

Hopkinsville is now working in WinTen2+ and has quickly realized additional efficiencies that make their job easier. They love the tabbed browsing and drill down capabilities within the programs, "Everything is linked. It is so easy to get to everything!"

HHA now has a fully customized system for each of their employees. Once each staff member has things setup the way they want, it stays that way, "From a user perspective that is great!" They are happy to report that WinTen2+ was built for efficiency and offers exactly what Housing Agencies need, "We rarely find any gaps that Tenmast hasn't covered with WinTen2+!"

WinTen2+ is very user friendly; one of Tenmast's main goals. Hopkinsville had a new employee with no previous exposure to Tenmast systems, but she picked up WinTen2+ in a couple of days. "There is a short learning curve. It is easy to use and she picked it right up," Hilliard says.

When asked about areas they've seen the greatest improvements, Hilliard states the new Work Order interface is fantastic. "This allows us to distribute things and there is less pressure for one person to carry". She also has high praise for the new Custom Report and Letter Writer Scribe, "It is like daylight and dark," when describing the new improvements.

Suggestions for those going through a Migration

Always willing to help other agencies, Hilliard offers some recommendations for others who have been assigned a flock and are going through the migration, "Set clear expectations up front so everyone is on the same page. The first two weeks after Go-live maybe difficult, but the end result is well worth it!"

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