

When the **U.S. Department of Housing and Urban Development (HUD)** needed a better way to respond to the needs of homeowners, homebuyers, renters, and many other organizations seeking information, Arctic IT provided them with a modern solution to serve the growing needs of the American public.

The Problem

The US Department of Housing and Urban Development (HUD) recently was faced with two major issues: they needed a new case management system, and they needed their call centers to run more efficiently. Both problems needed to be solved to serve the growing needs of the American public.

Just a few years ago, HUD was using technology that was underserving the needs of their constituents. Their CRM system was a legacy, on-premise tool that was difficult to access and slow to process. It also suffered from a common issue so many agencies faced: **no integration**. Their systems couldn't talk to each other, which contributed to inefficient processes and frustration for both the end user and the agency.

Both HUD and their contract staff needed access to an advanced CRM tool along with an online knowledge-base that provides comprehensive and critical information on Frequently Asked Questions (FAQs) and general loan origination information. Relaying accurate and consistent information was key.

The Solution

Arctic IT transitioned this legacy organization into the modern age by implementing a customer engagement solution built on **Microsoft Dynamics 365**.

This powerful technology is designed to shorten response times and cut down on frustration levels. It captures and tracks all forms of communications and provides each case worker with the latest updates on any open issues. In addition, the solution integrates various channels of communication, which allows for a better customer experience.

The Results

As a result, HUD has better way to respond to the needs of homeowners, homebuyers, renters, and many other organizations seeking information. This **cloud solution** serves a large constituency. It has been in place four years for HUD Single Family and two years for HUD Field Service, taking in 2300 requests per day from all 50 states and outlying territories including Puerto Rico and Guam.



"Arctic IT's knowledge of the **Microsoft Government Cloud, Azure, Dynamics, and Office 365** provided our team insight at every step of the way. They have been a great partner to HUD in its modernization efforts."

Mark Hayes, Former CTO
U.S. Dept. of HUD

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