



# iProperty Cloud Facilities Management

July 2019

by:

**TechLabs London**

Practice Lead Profile:

# Mohamed Mostafa

Technologist with strong Business Focus

- **Career:**

- CRM Practice **Director @ KPMG** UK
- **Senior Manager @ Accenture** UK

- **Education:**

- Masters Software Engineering, University of Nottingham, UK
- Masters of Business Management, Henley Business School, UK

- **Achievements:**

- Led multi-million pound complex & **successful** Programmes **Globally** (UK, US, Europe & MENA)
- Managed large onshore & offshore delivery teams across multiple **continents**



Senior Business Consultant Profile:

# Matthew Hedges

**Change expert with strong technology background**



- **Career:**

- Customer Service & Contact Centre background - B2B & B2C
- **12+ years experience** as Senior Manager focusing on:

**Technology / Change / Business Insight**

- **Achievements:**

- Delivered the **first flagship complex deployment of Microsoft Dynamics Field Services for Repairs** within a large UK Housing Association with 6000+ units and properties
- Led major **Change Programmes** covering people, process and technology including reducing rent arrears by over 30% in 12 months



# Introduction to TechLabs London

- Recently delivered the **FIRST EVER** Microsoft Dynamics **Artificial Intelligence** in Europe
- First flagship **Dynamics 365 Field Services** for full end to end **Repairs and Asset Management** for Largest Housing Associations
- Microsoft **Direct Cloud Solutions Provider** (CSP) **Tier 1**
- Microsoft **Cloud Embed** Partner – **1st in Europe**
- Microsoft **Co-Build** Ready and **Co-Sell** Ready
- Team behind a number of Solutions including **1<sup>st</sup> UCI Solution globally** on **Microsoft AppSource**
- **Certified Microsoft Dynamics 365** solution Provider on **UK Government G-Cloud 10**
- **TLL Featured in MS Inspire Las Vegas 2018** – Rising Microsoft Partner of the year
- Strong & **Direct links with Dynamics 365 Product Group**, MS Partner & ISV teams (Microsoft Corp, UK & EU)
- Always working on the **most innovative** and advanced **world-class** Technologies: **AI, Cognitive Services** and more
- An **outstanding Technical team** with combined 50+ years of Dynamics 365 CRM Experience



## Assets

Property: Property 01 - 19 High Street Kensington...

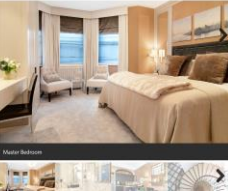
Area: Knightsbridge

Price: £1,100,000.00

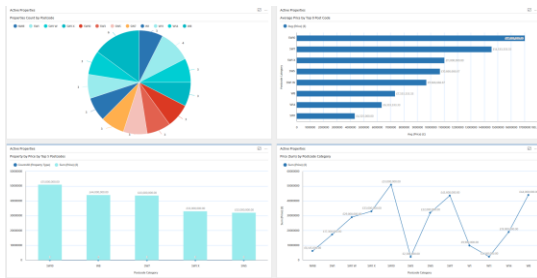
Service Charges: £275.00

Address: Property Number: 19, Address Line 1: High Street Kensington, Address Line 2: , Town/City: London, Flat Number: , Postcode (Entered): W8, Postcode (Suggested): W8, Postcode Category: W8

Manage Property



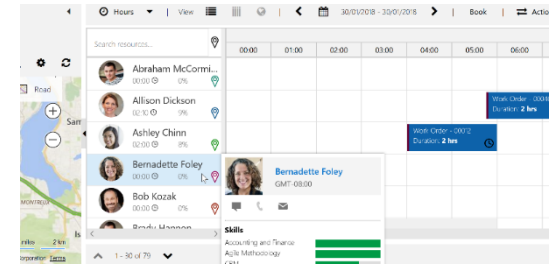
## Management Information



## Facilities Management



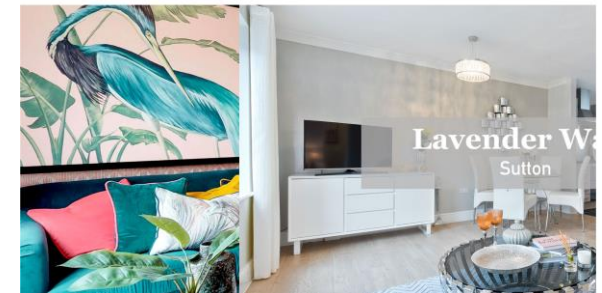
## Repairs



## Property Maintenance

## Customer Portal

About us | Our homes | Shared Ownership guide | Increasing your share

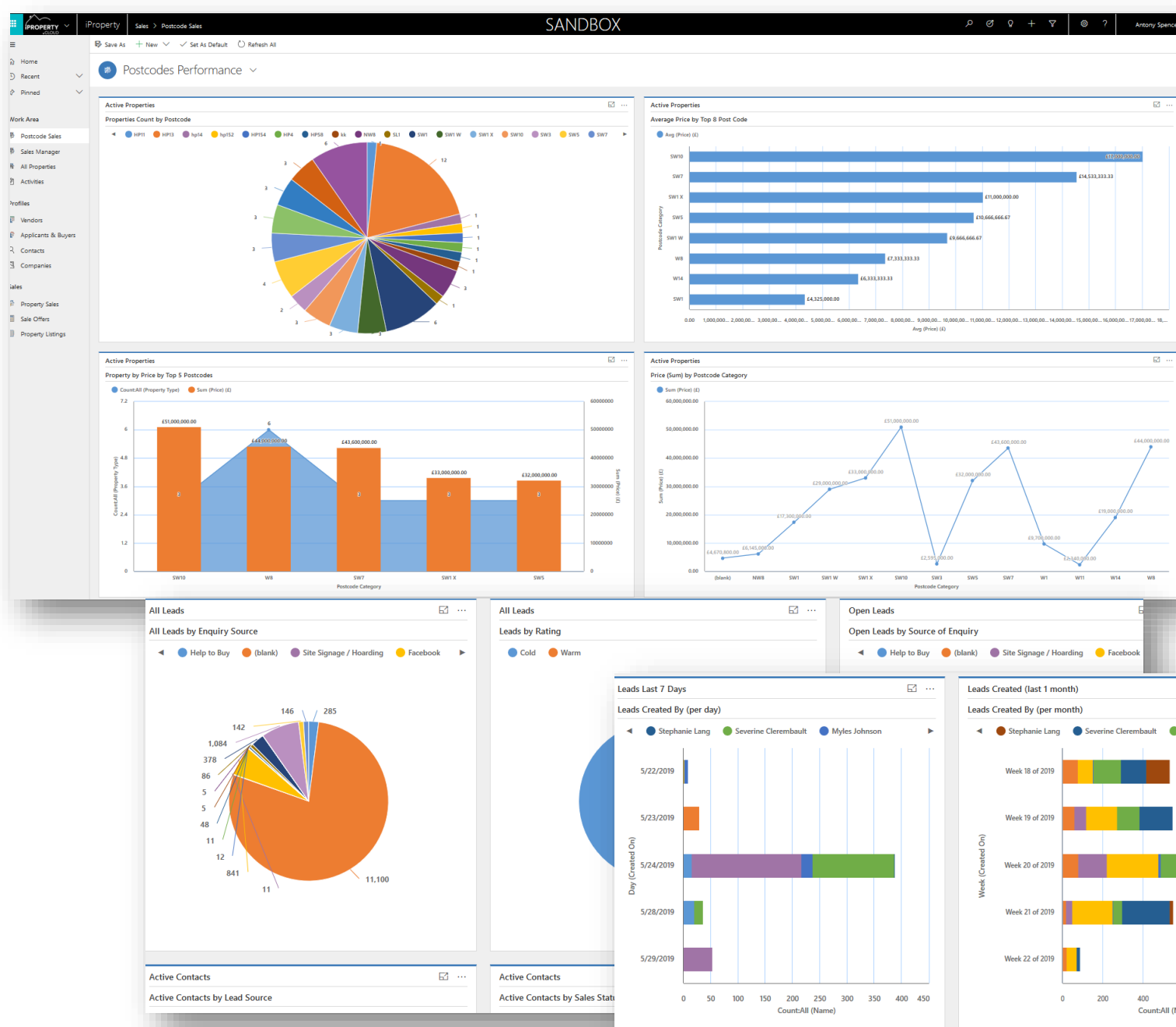




# Single Customer View



# Management Information

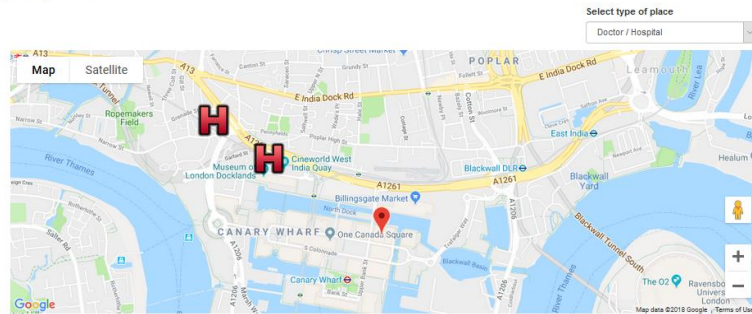








## Nearby Places



Appointment: iProperty Appointment Appointment
Property Viewing
Priority
Normal
Status
Open

Appointment
Speech 2 Text
Related

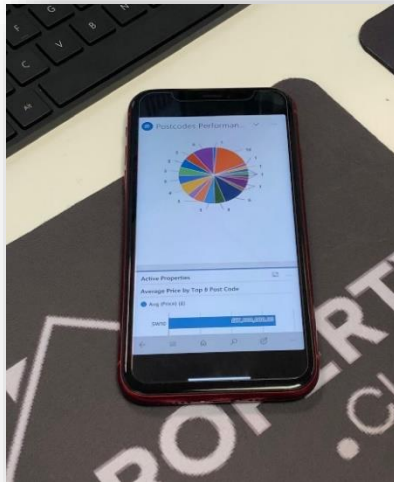
Recognition Mode:
Input:
Status:

Results:

On the edge of this popular development close to countryside is this immaculately presented five bedroom house built about five years ago and provides 1695 square feet of family living. The accommodation comprises in brief: entrance hall, cloakroom, large open plan living dining room, study, stylish kitchen/breakfast room fitted with an extensive range of high gloss fronted units, integrated appliances with doors to conservatory.

On the first floor is a master bedroom with en-suite dressing area and bathroom, two further bedrooms consist of a large and a small bedroom. On the second floor

Start Recording
Stop
Add to Meeting Notes



iProperty Cloud Agency
iProperty Agent
Follow

For Sale a spacious 3 bedrooms Terraced overlooking the Thames, Henley. Fantastic property with excellent views and in a great location

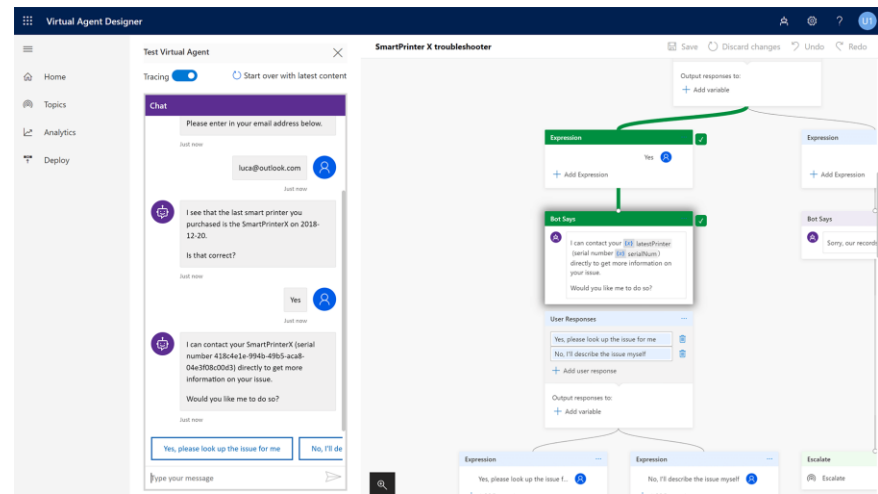
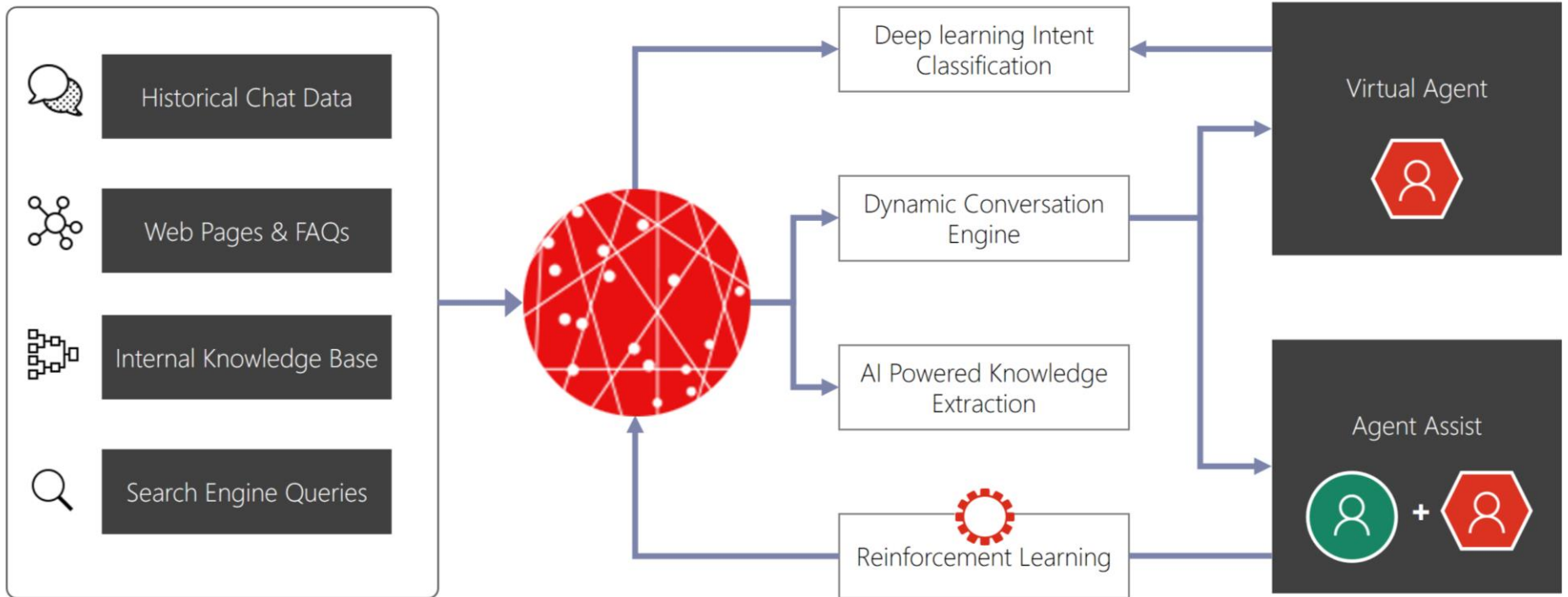
429 views · 5 Apr 2018

facebook
iProperty Cloud Estate Agent
Just now · £

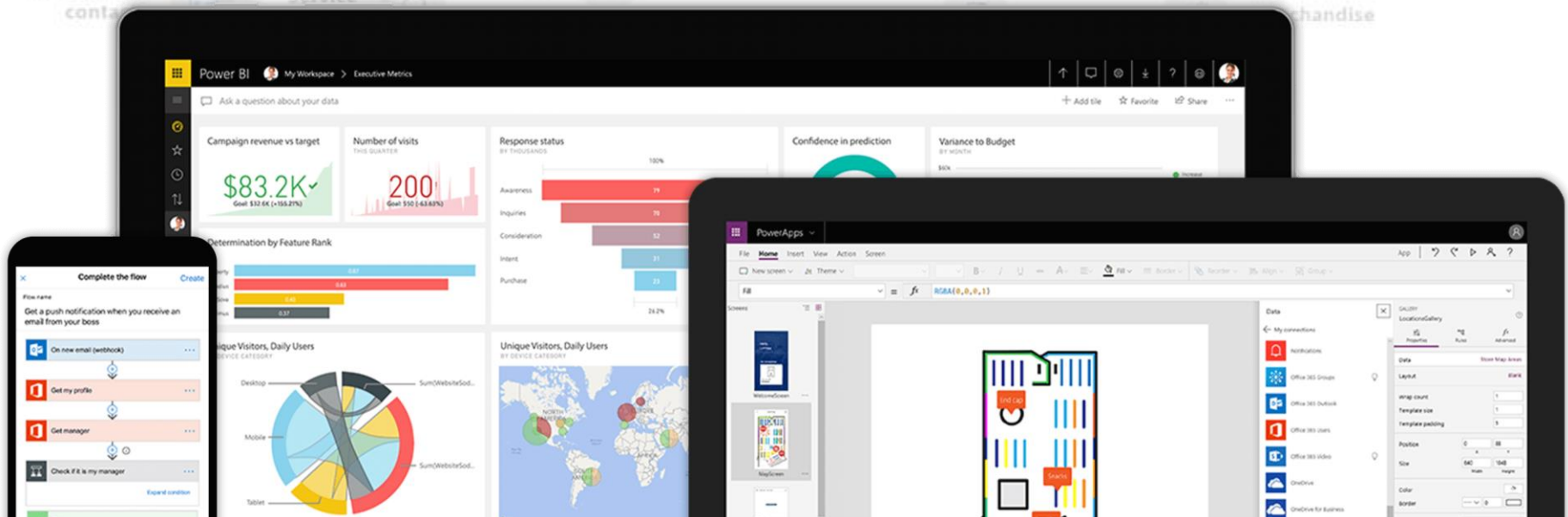
For Sale 3 bedrooms Terraced in Kingshill Grange, High Wycombe. Excellent property in a great location



# Virtual AI Agent / Services Bot



# Power Platform Now & the Future



# One Version of the Truth

Objective





## Matthew Hedges

**Address:** Windsor Court  
Kingsmead Business Park High  
Weycombe HP11 1JU

**Tenancy Ref:**  
DUMMYFIN0011  
**Tenancy Start:** 18/03/2013  
**Tenancy End:**



**Licence Status**

125

**Negative Points**

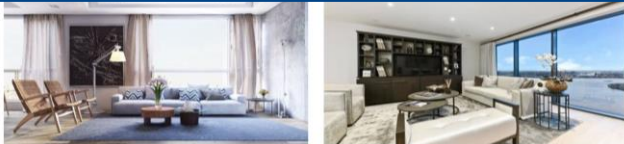
0

Well done you are doing a great job

**Positive Points**

25

## Customer View



### Timeline

Enter a note...

**Filter by (Click To Filter)**  
By record type

All 5 2 Posts 3 Activities

Activity status

OLDER

Start Date CRM Service - 02/05/2017 4:00

contact opnemen follow -up  
OPGELET IRA IS IN CONTACT MET HEN !!! gebeld  
bouwstijl in de omgeving van Marbella/ in de heu  
van resto's/ dorpje. Hebben zich ingeschreven op

Assign Delete ...

## User View

IP	----	Contact Method	Any	Marketing Materials	Send
IP Country	----	Email	Do Not Allow	Bulk Email	Do Not Allow
IP Location	----	Mail	Allow	Do not allow Bulk Mails	Allow
IP postcode	----	Phone	Allow	Phone (Auto Dialler)	Do Not Allow
Facebook	----	Allow Text Messages	No	Bulk SMS	Allow
Twitter	----	Fax	Do Not Allow	Last Date Included in Campaign	----
LinkedIn	----	Preferred Method of Contact	Any	Score	----
Profiling & Behavioural	Allow			Total Score	----

**General** Property Details Property Checklist Portals & Social Matching Applicants Map & Local Info Market Intelligence History Related

Category	For Sale	Portal Category	Residential
Ground Rent	----	Price	£285,000.00
		Service Charges	£0.00

**Address**

Property Number	47	Address Line 1	Cooper Way
Area	Clippertonham	Address Line 2	----
Town/City	Slough	Flat Number	----
Postcode (Outward)	SL1	Postcode (Inward)	9JA
Manage Property Sale	----		

Living Room

# Customer Account

Home

Apply

## My account

- Account Information
- Tenancy Information
- My Messages **2**
- Tenancy Sustainment Licence
- My Repairs
- My ASB Cases
- My Documents
- Pre Registration Documents
- Educational Content
- Change password

CREATE MESSAGE

Hey - welcome back! **New messages are shown in bold.**

We normally respond to each message within 24 hours or 1 working day.

Hi can I speak to Amy please

Hi can I speak to you please Kirsty

Hi can I speak to please

Specific location e.g. Bathroom or Fence etc.

Hi can I speak to

Hi can I speak to

Enter details of repair needed in your own words.

1. About Twenty11
2. Realising Potential
3. Discounted Rent
4. Tenancy Sustainment Licence
5. Expectations

that we get things right first time, please upload any pictures or videos that will help us

Image/Video related to repair :

Choose file

Is the repair urgent? Please [click here](#) and tick if yes

When did the problem first appear?

Select Date..

Is this the first time you have reported the specific issue?

When are you normally available?

Monday

☐ AM

Tuesday

☐ AM

Wednesday

☐ AM

## My Documents

BACK TO ACCOUNT

Document Name	Uploaded On	Download
Parking Permit.docx	23/10/2018 12:07:16	<a href="#">Download</a>
apartment-bedroom-bookcase-1027509.jpg	15/01/2019 11:06:53	<a href="#">Download</a>

Select Document

Choose file No file selected.

UPLOAD

## Uploaded Documents

Document Type	Status	Related Person
EU/UK Passport	Verified	Matthew Hedoes
Twenty11 - about the organisation		

✓ Completed

## Policy Documents

Documents to read

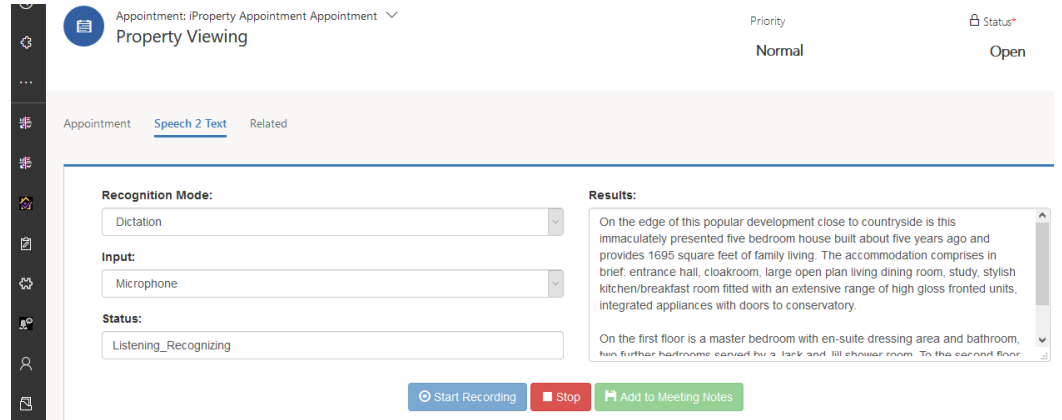
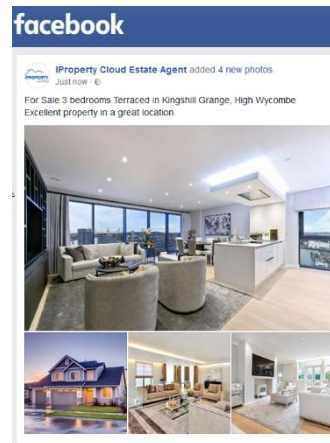
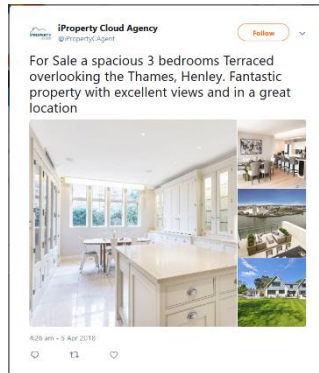
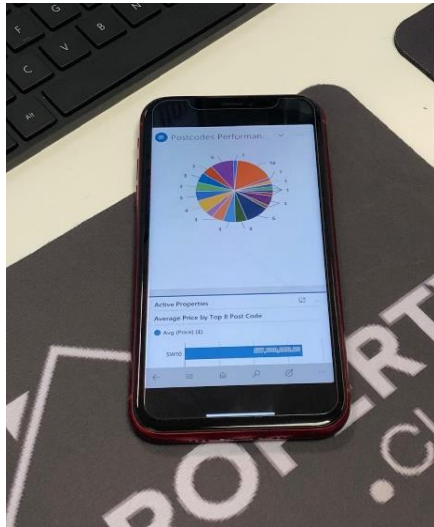
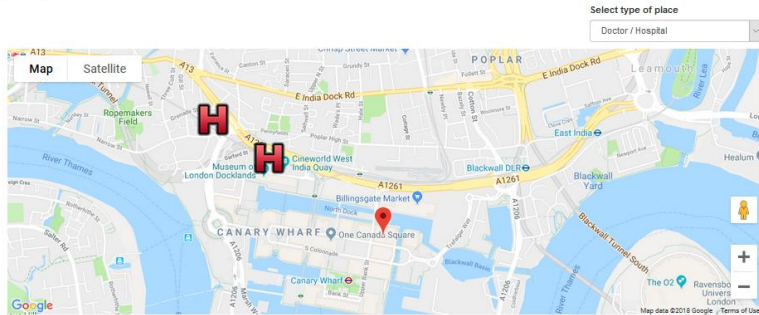
- Realising Potential Approach ✓ Completed
- Tenancy Sustainment Licence ✓ Completed
- Customer Disclaimer ✓ Completed

iPROPERTY  
.CLOUD



By TechLabs London


## Nearby Places



# Mobility

## Solution Mobility Features for iProperty Cloud:

- Reporting Repairs via Dictation
- Assets **evaluation Visits.**
- **Onsite** unit & asset **information capture.**
- Instant **Asset Conditions Photos** capture and upload
- Property **Inspection feedback** instant capture.
- **Setup** assets, contacts, all profiles, **sell** services, **check** updates **ON THE GO.**



Appointment: iProperty Appointment Appointment

Property Viewing

Priority: Normal Status: Open

Appointment Speech 2 Text Related

**Recognition Mode:**  
Dictation

**Input:**  
Microphone

**Status:**  
Listening\_Recognizing

**Results:**  
On the edge of this popular development close to countryside is this immaculately presented five bedroom house built about five years ago and provides 1695 square feet of family living. The accommodation comprises in brief: entrance hall, cloakroom, large open plan living dining room, study, stylish kitchen/breakfast room fitted with an extensive range of high gloss fronted units, integrated appliances with doors to conservatory.  
On the first floor is a master bedroom with en-suite dressing area and bathroom, two further bedrooms each with a lock and ill shower room. To the second floor

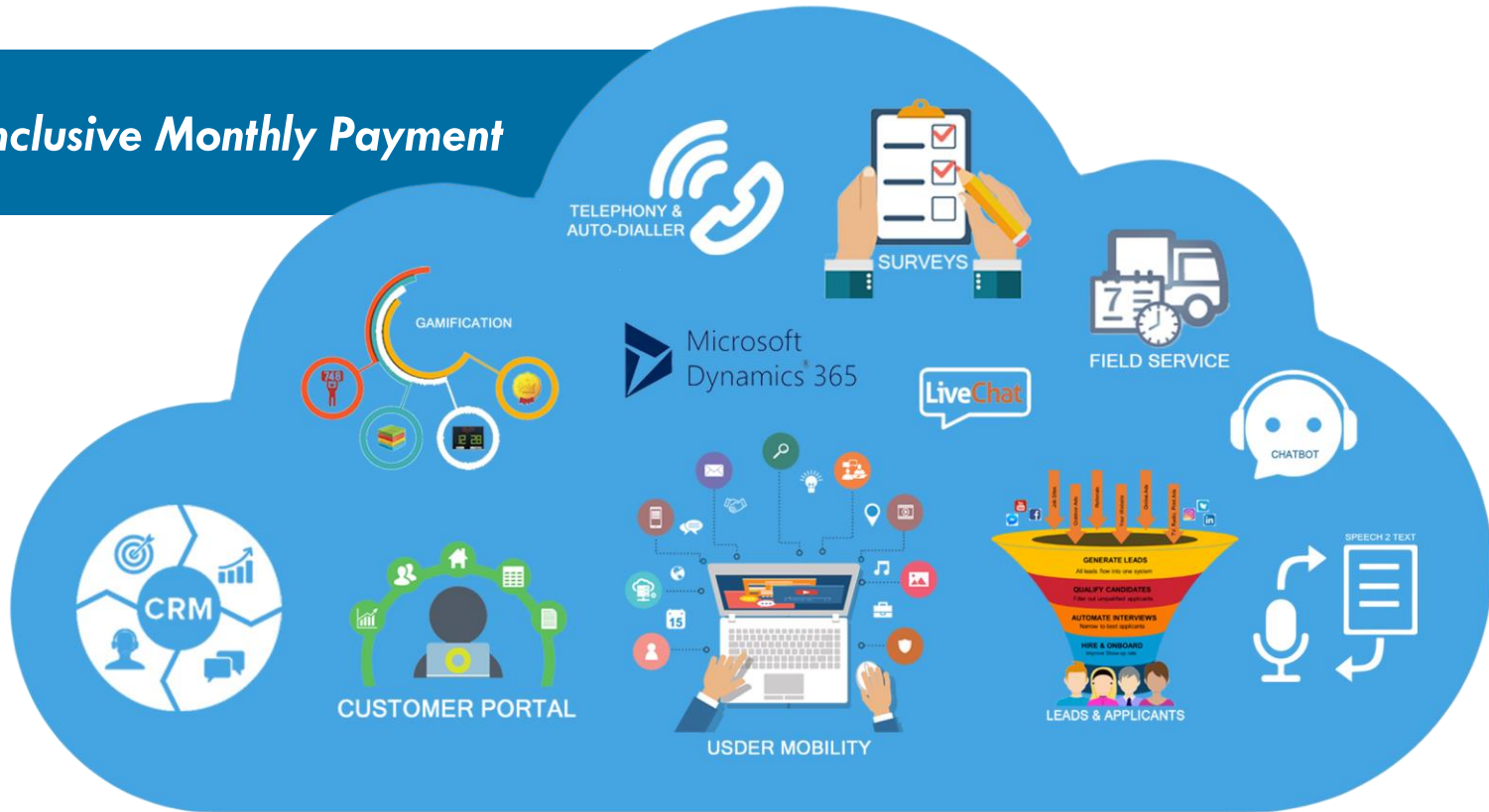
Start Recording Stop Add to Meeting Notes





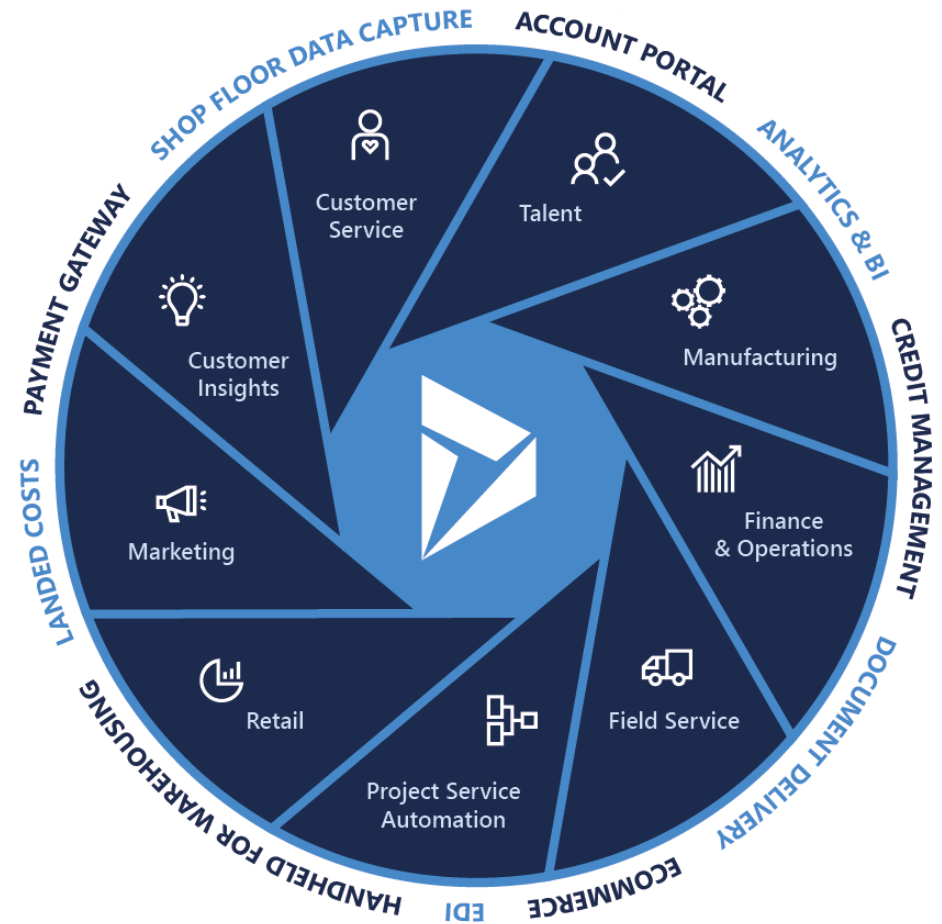
# Single Property Solution on a World-class Cloud Platform

*Single all Inclusive Monthly Payment*



# Systems Integration & Custom Development

- **Dynamics 365** and **Power Platform** Development
- Multiple **Systems Integrations** Cloud & On-premise
- Web Development and **Customer Portals**
- Azure & Dynamics 365 **Artificial Intelligence**
- **E-Commerce** Solutions
- **Full Stack** .Net Custom Development
- .Net MVC and .Net Core
- Azure **Bot Framework**
- Azure **Cognitive Services**
- **Azure Functions**, **Logic Apps** and **Azure Service Bus**



# CONTACT



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# Dynamics 365 & Power Platform Add-ons

We have a variety of add-on solutions built on Dynamics 365 and Power Platform (CDS) :

1. Dynamics 365 **Photo Gallery**
2. **Facebook** Integration
3. **Twitter** Integration
4. 2-Way Dynamics 365 **Webhook** Integration
5. **Rightmove** and **Zoopla** Integration
6. D365 **Storage Management** (Published Microsoft AppSource)
7. SharePoint & D365 **Security Replicator**
8. **GDPR Compliance** (Published on Microsoft Appsource)
9. Multiple **PCF Controls** currently being developed

