iProperty Cloud
Facilities Management

July 2019

by:

TechLabs London

Business Confidential – DO NOT CIRCULATE

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 multi**ple continents**

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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

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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 **1st 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

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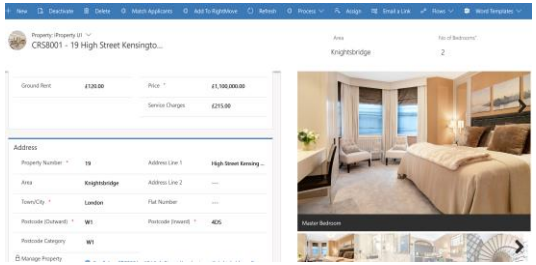
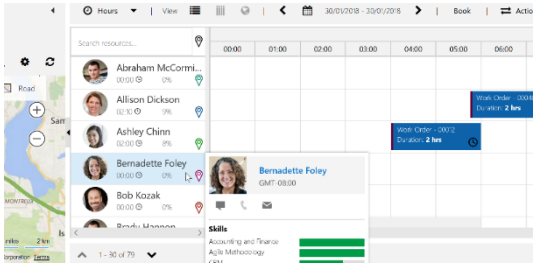
Assets

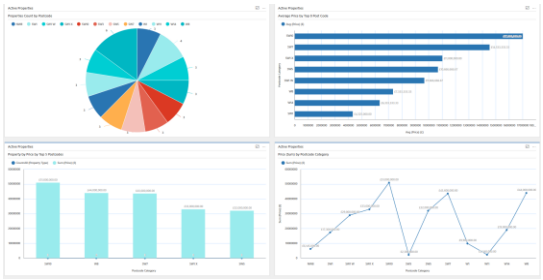


Facilities Management

Repairs



Management Information



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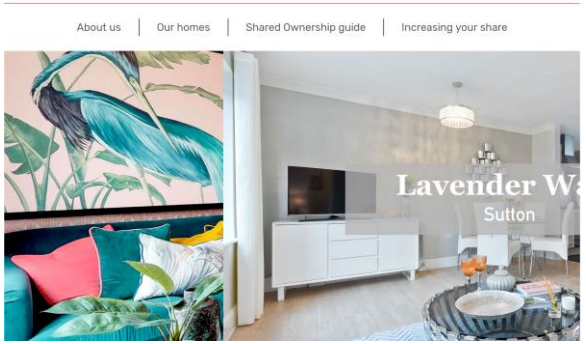
Azure

Property Maintenance

Customer Portal



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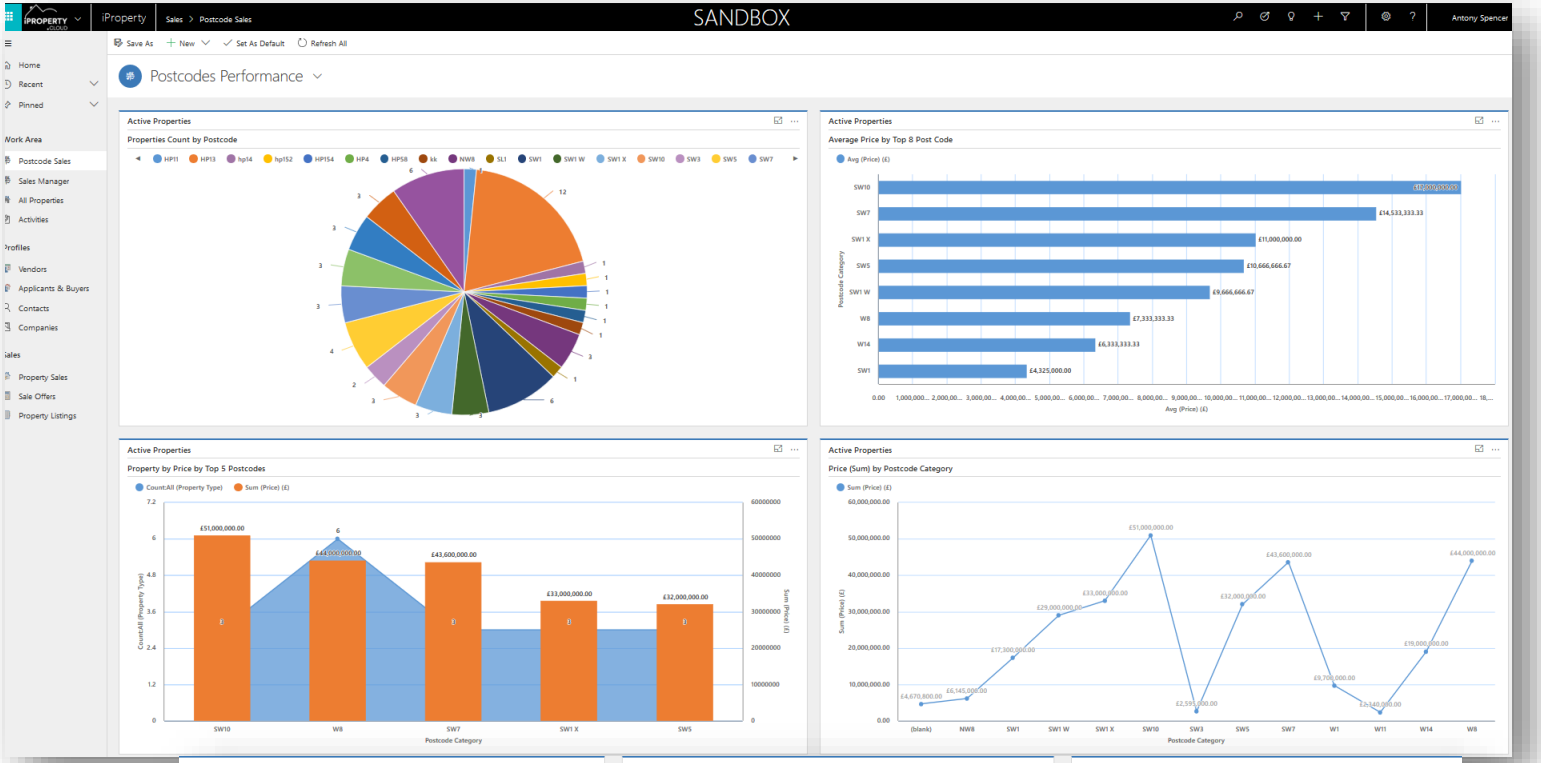
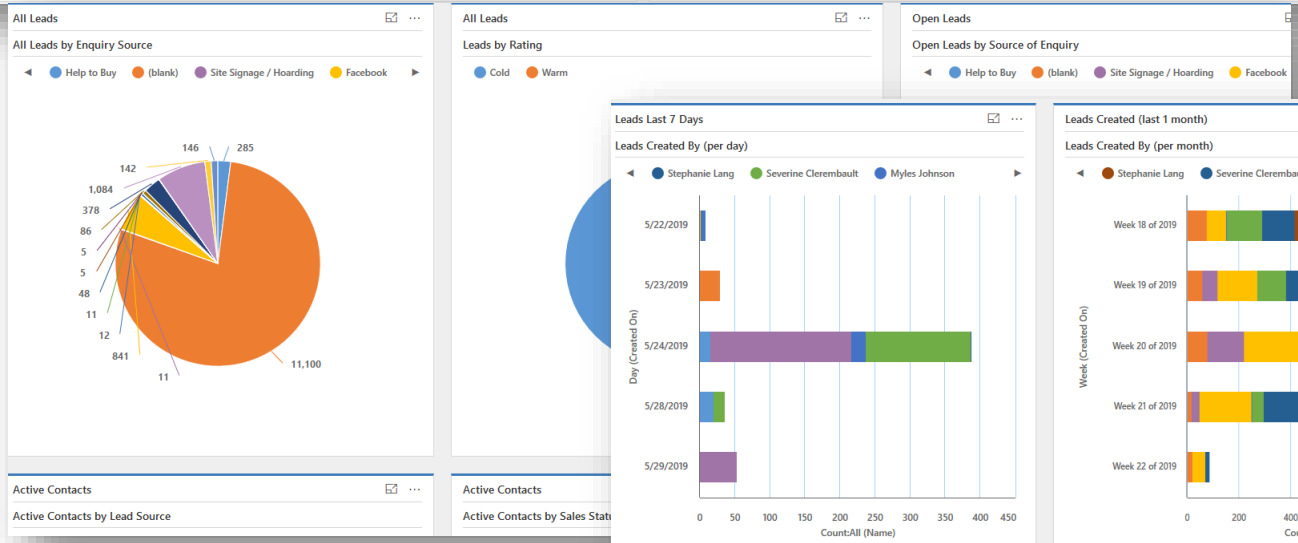
Single Customer View

Management Information





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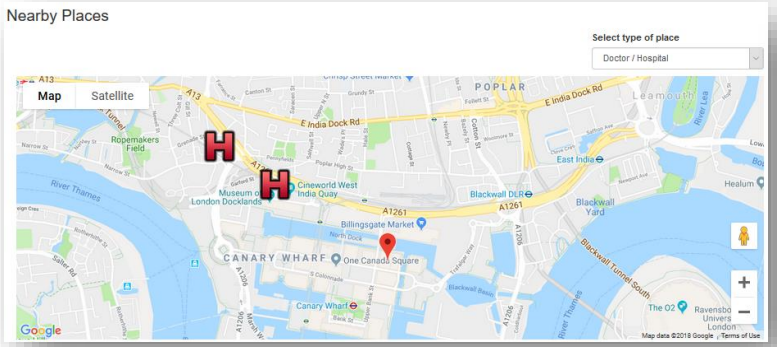
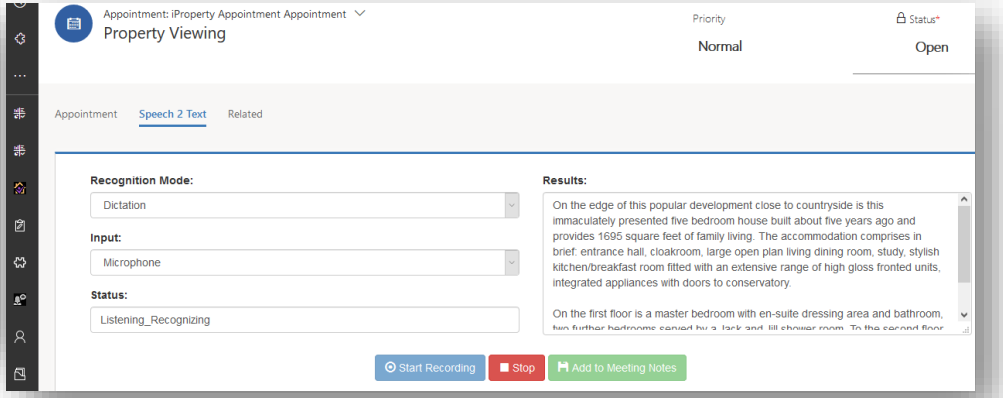
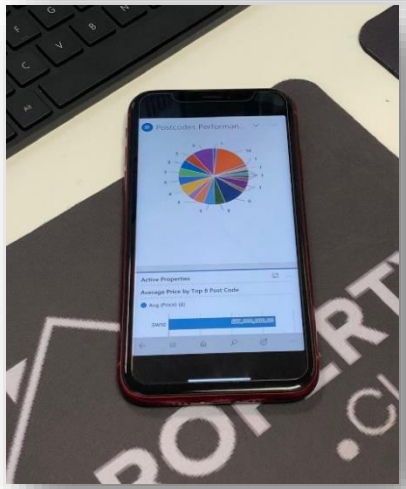
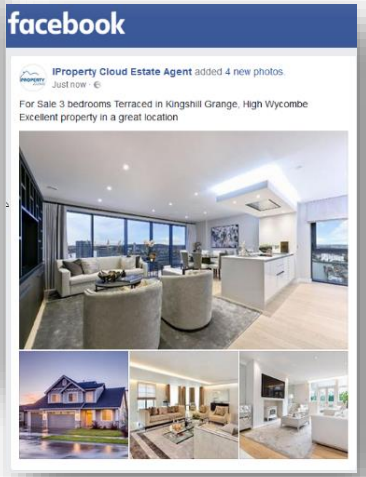
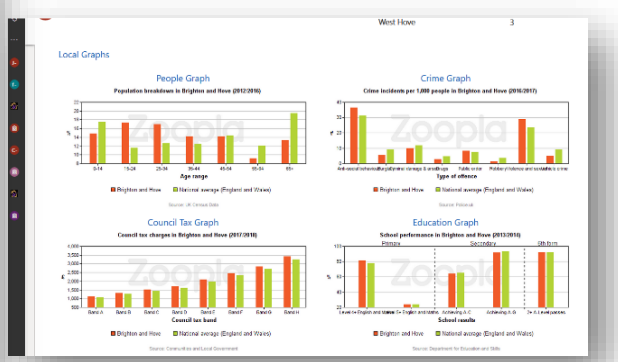
INNOVATION











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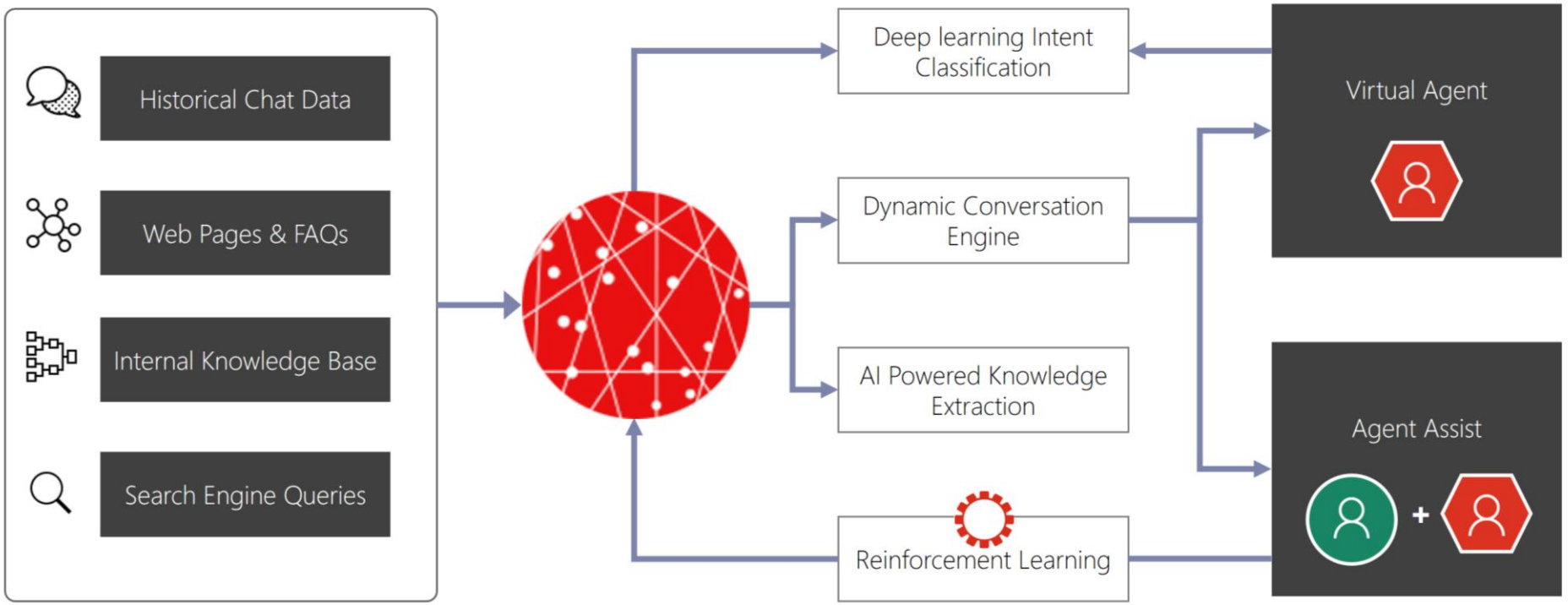
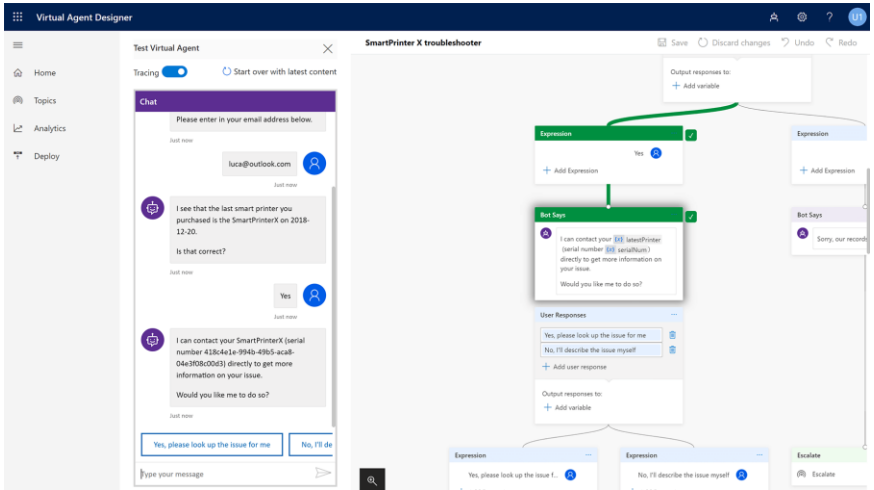
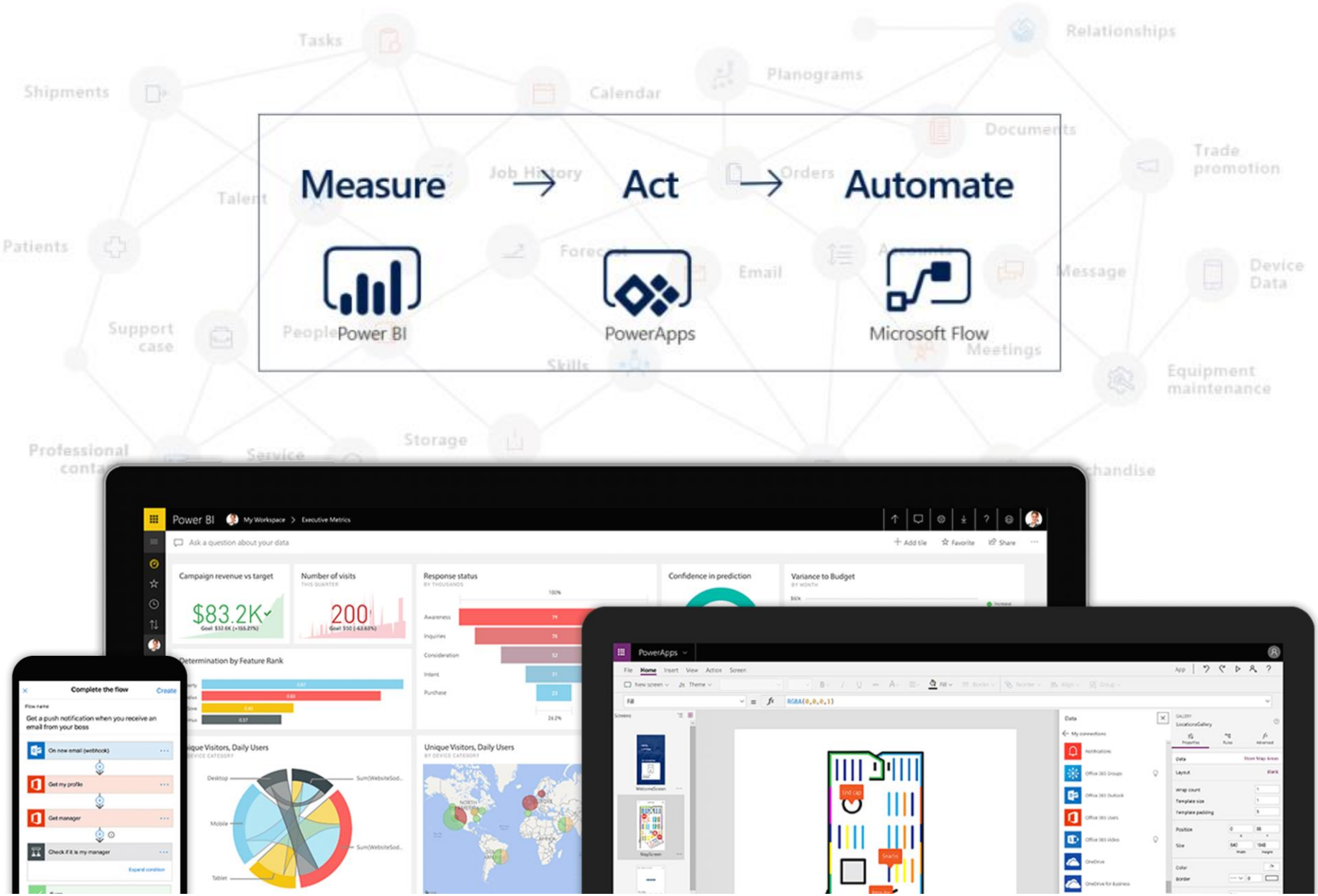
Virtual AI Agent / Services Bot

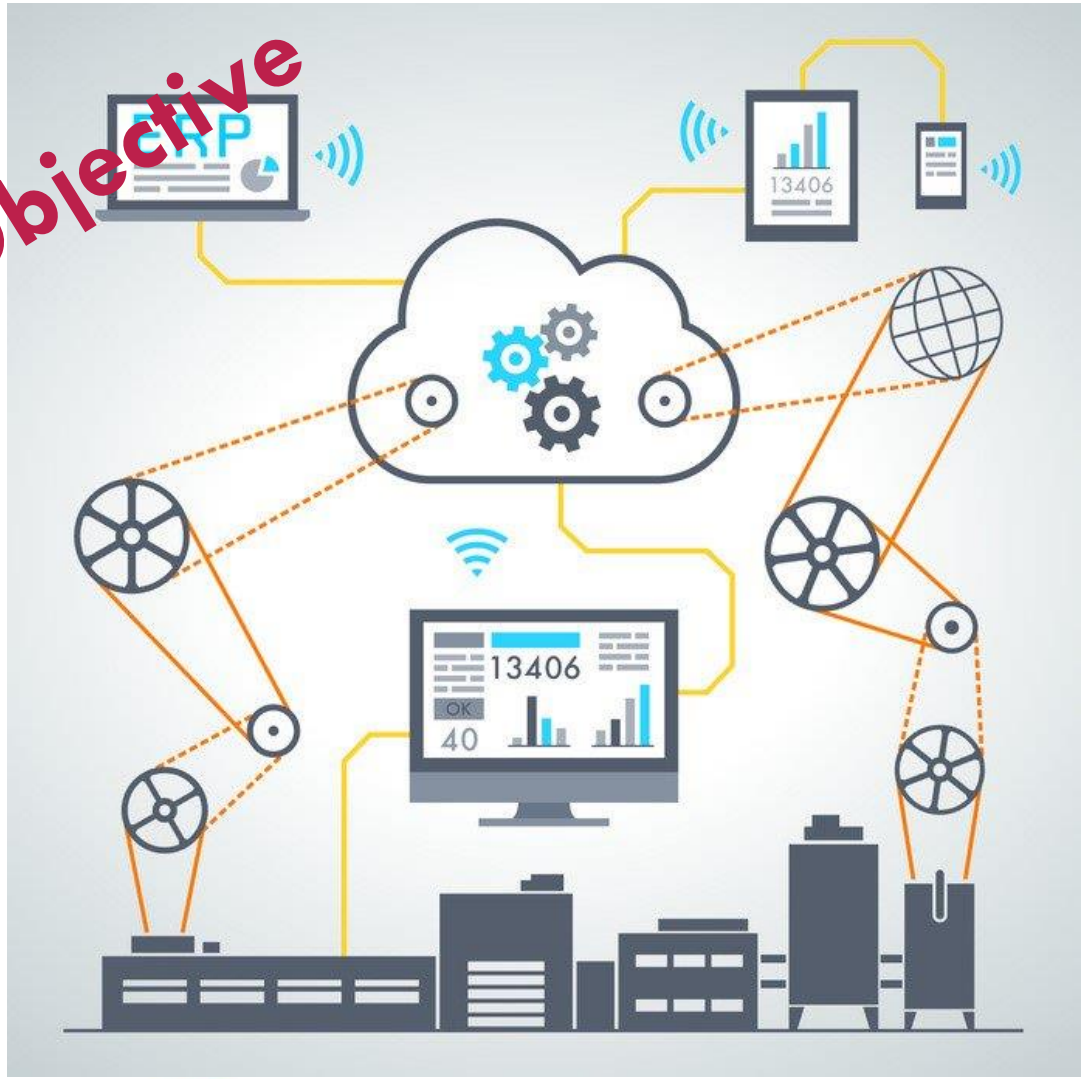


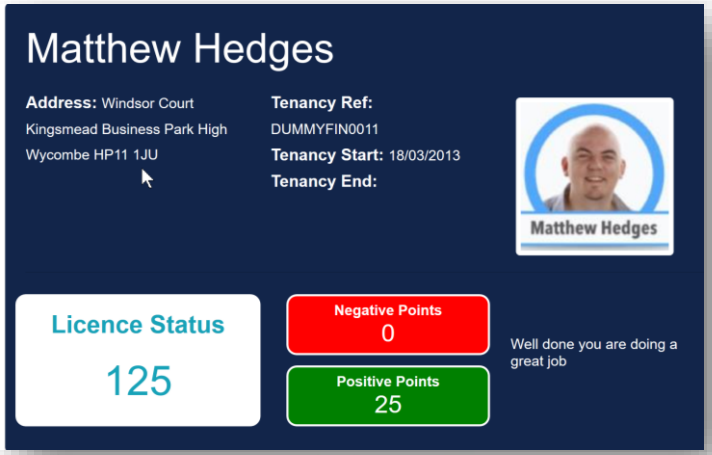


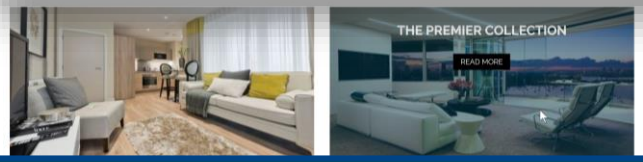
Power Platform Now & the Future



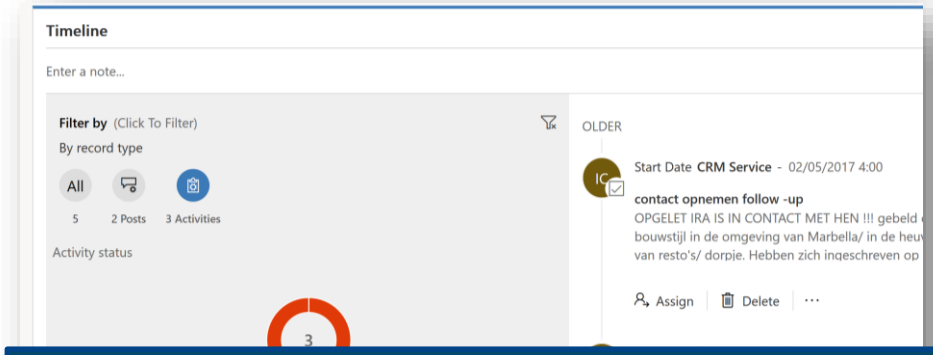
One Version of the Truth



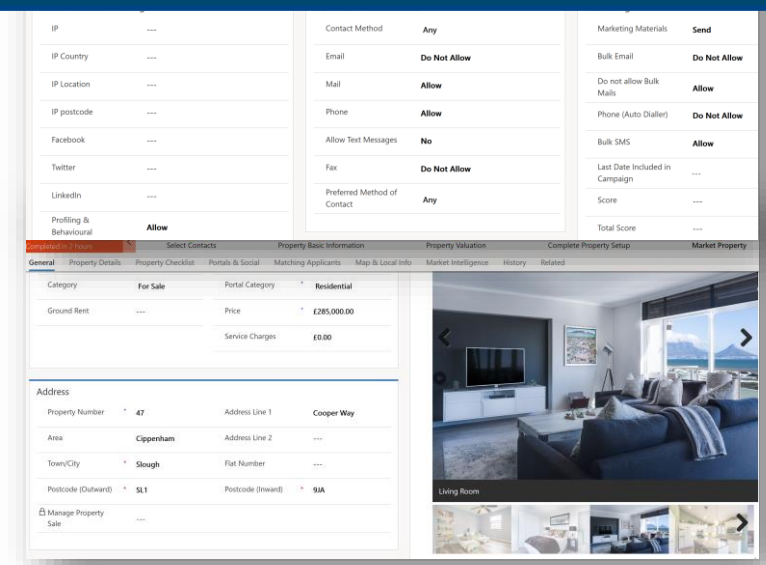




Customer View



User View



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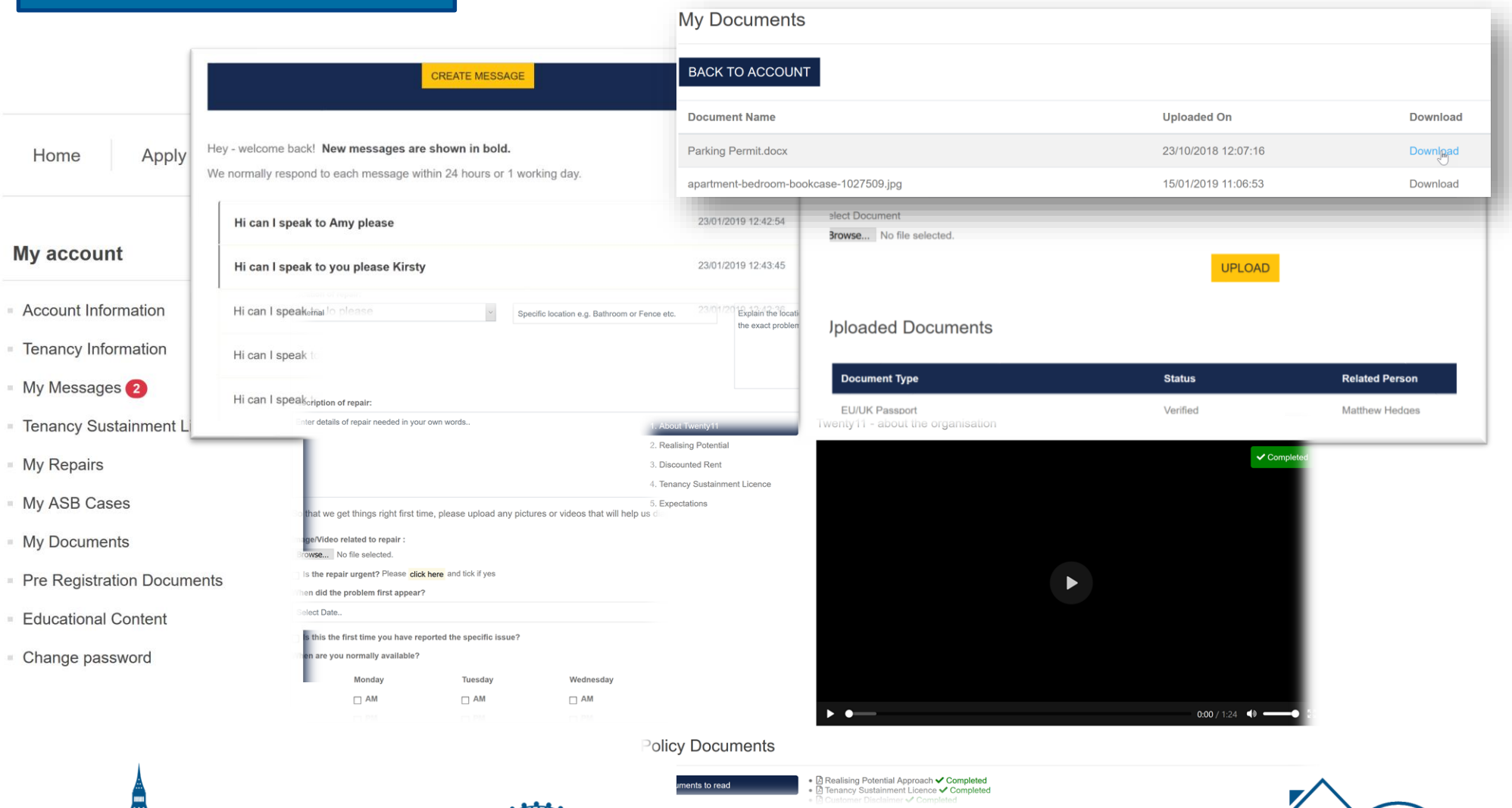
Customer Account



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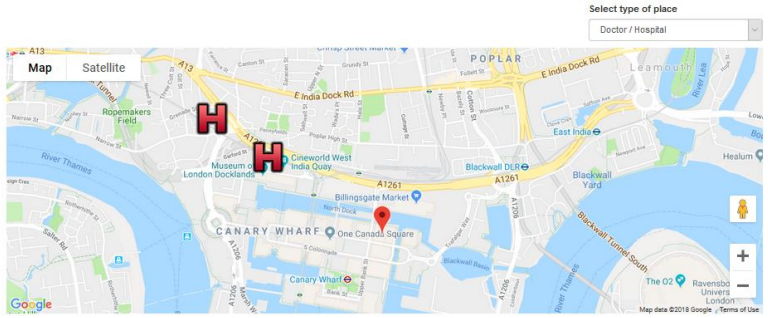
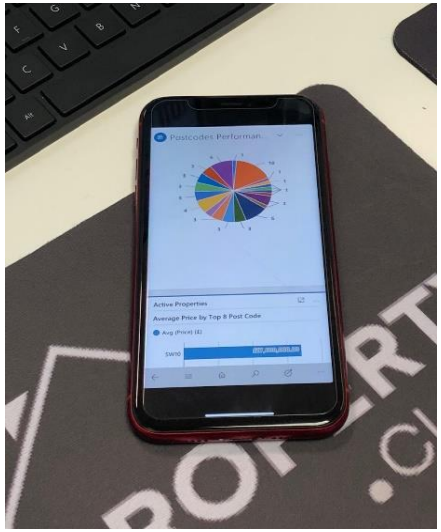
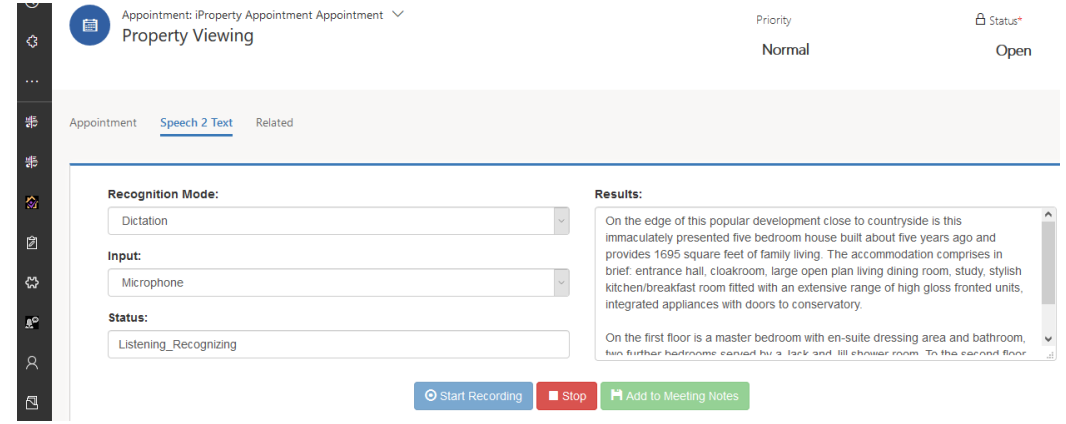
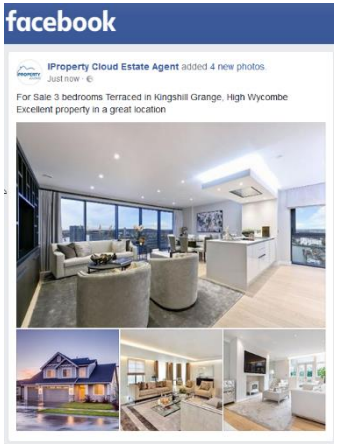
Nearby Places









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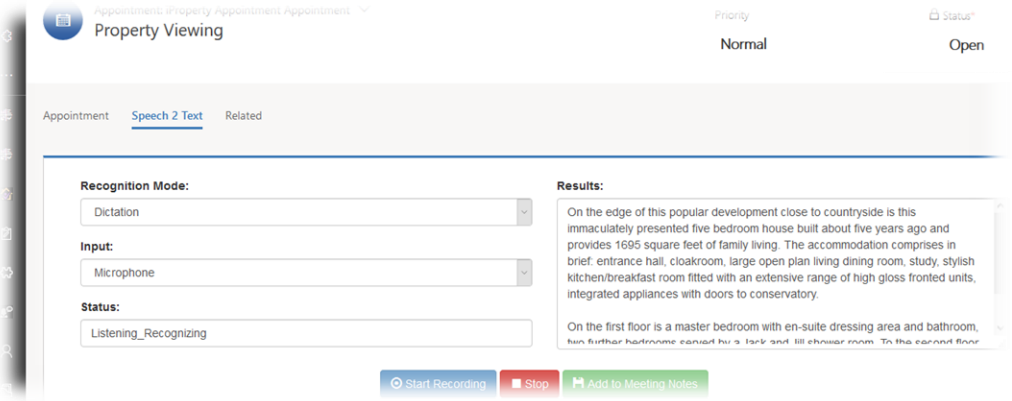
Mobility

Solution Mobility Features for iProperty Cloud:

- Reporting Repairs via Dictation
- Assets ev**aluation 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.**



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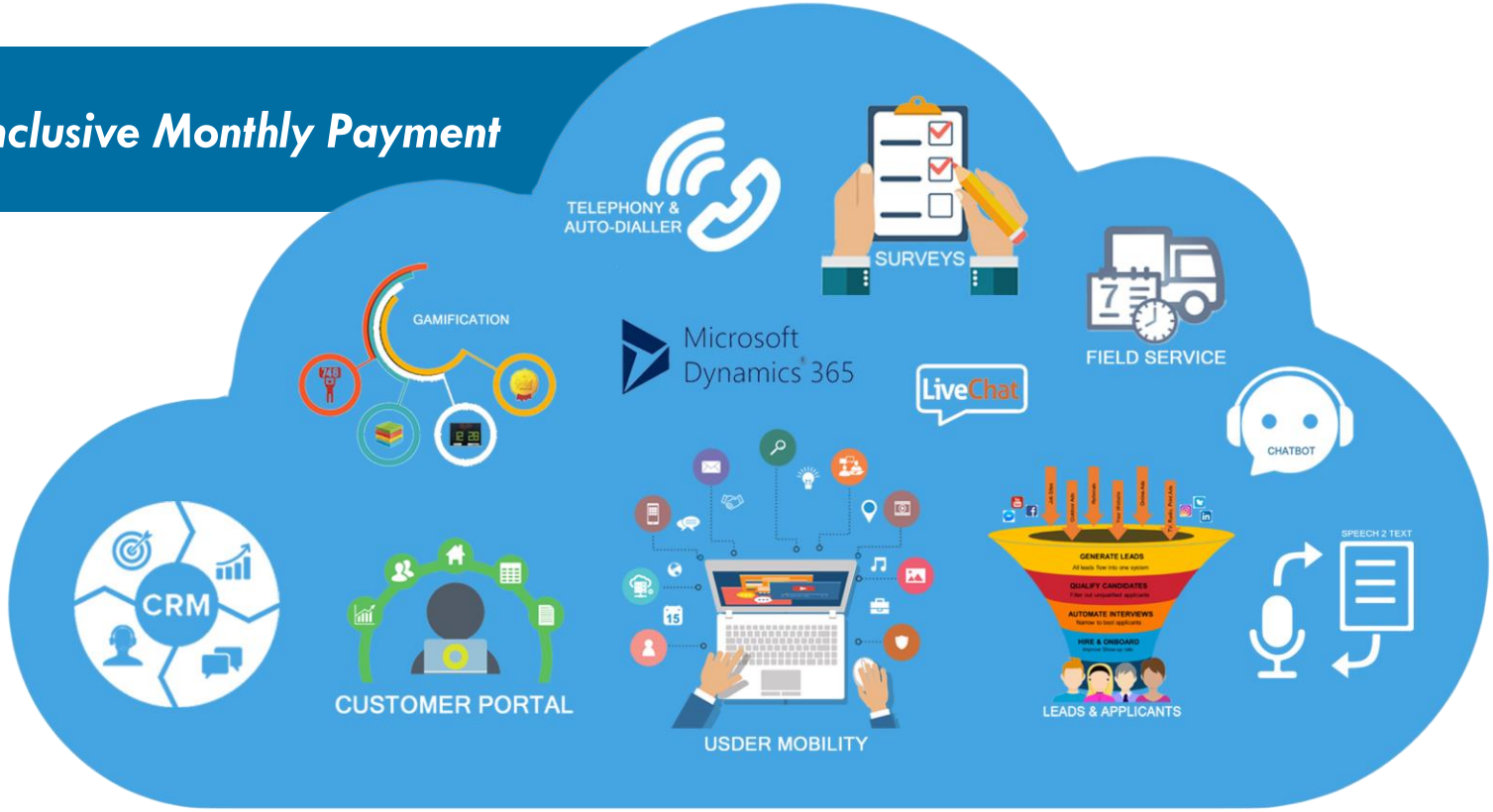
Single Property Solution on a World-class Cloud Platform

Single all Inclusive Monthly Payment



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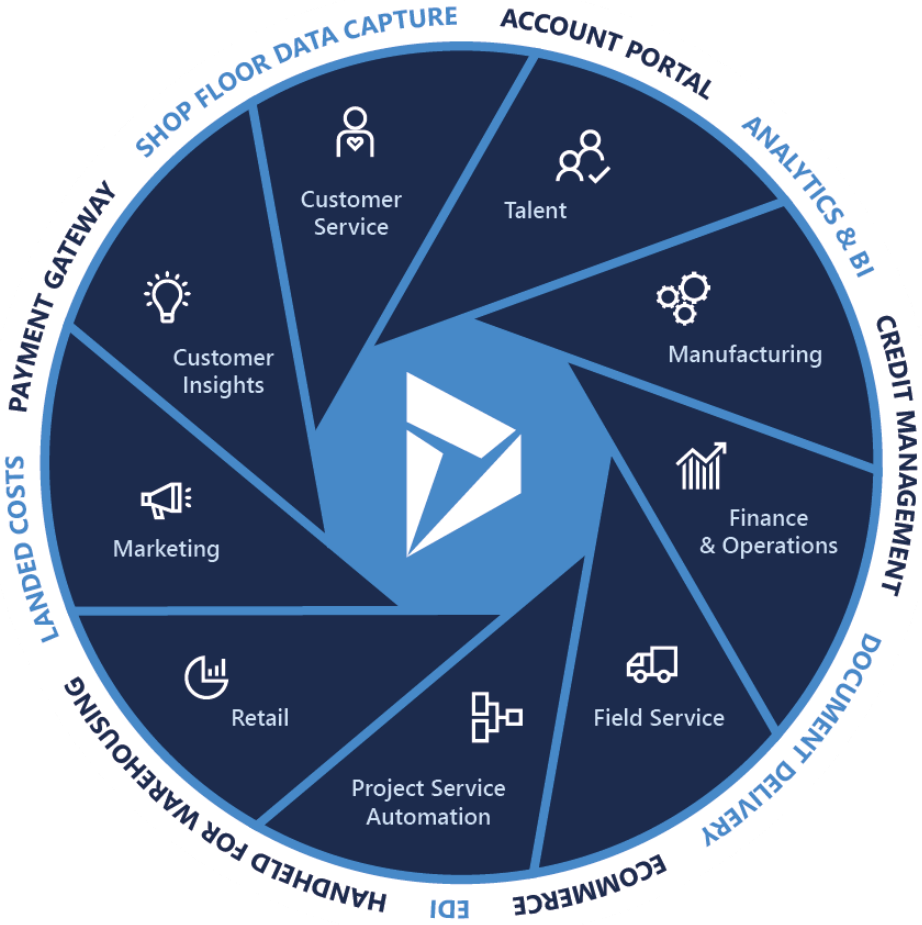
Systems Integration & Custom Development

- **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**



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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

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