End to End Property Management Solution on Microsoft Dynamics 365

Property 365 is a Microsoft Dynamics based end-to-end solution for the real estate industry to manage sales, leads, rental, marketing, facility and mall management. Property 365 extends the functionality of Microsoft Dynamics 365 to help you manage your property sales and maintenance effectively. The solution helps you build a customer centric approach, streamline your property sales, marketing, post sales and service process, which improves your brand image, efficiency and ensures effective collaboration between departments.

Interactive and real-time dashboards help you get an overview of your real estate business, and assists strategic decision making. The service module helps in addressing customer complaints and maintenance issues quickly and flawlessly, while the sales and marketing module help you communicate effectively with your customers. All modules are tuned to provide an improved and consistent experience. Multiple alerts and reminders can be set-up throughout the solution to track offer and contract expiries, pending payments.

1st Property Management Vertical on Dynamics 365 in the Middle East

Solution in use to Lease/Rent/Sell and maintain **50,000+ UNITS** across customer sites in the region....

75% Efficiency Increase in Property Transaction Execution.

Property 365 on Microsoft Dynamics 365	Lead/Enquiry Management	Offer & Contract Management	Mall & Rental Management
	Map Navigation	Property BOT Your AI Agent	Market Insight
	Intelligent Call Routing	Community Management	Property Financials

Microsoft Dynamics 365

Why is Property 365 the ideal choice:

▶ Solution developed and implemented by domain experts.

▶ Comprehensive functionality stack covering real estate marketing, sales / lease / rental and mall management, customer service and facilities management.

▶ Product roadmap includes property AI module including features such as sales bots, lead scoring, intelligent call routing, digital leases and price prediction using Microsoft Azure ML.

▶ Integrated with MTWO, Microsoft's vertical solution for construction and real estate.

▶ Seamlessly integrated with campaign automation and social marketing tools.

▶ Dedicated product development team in UAE – product kept uptodate with technology and regulatory updates.

▶ Only real estate solution with end-to-end business functionality configured on the dynamics 365 platform including real-time finance & operations integration using Microsoft flows.

▶ Microsoft certified solution listed on app source.

▶ No dependency on solution components outside of the dynamics stack.

▶ 15+ real estate sites successfully implemented in the region.

LEADS AND ENQUIRY MANAGEMENT

Out-of-box lead integration from multiple sources – pull leads from and push property information to any property portal.

CTI integrated with 360 degrees lead views for call center resources. Intelligent lead scoring and lead deduplication.

Well-designed lead interfaces to capture comprehensive prospect and property preferences.

Round-robin rules for auto-assignment to sales. SLA driven lead qualification and opportunity conversion processes.

OFFER AND CONTRACT MANAGEMENT – SALES & RENTALS

Configurable lead to contract workflows guides sales teams through all stages of the contracting process including obtaining approvals at key stages of offer and contracts.

The intelligent matching engine performs preferences to available unit matching, allowing quick turnaround times.

Property 365 uses pre-defined price lists and payment plans to support accurate and efficient offer generation.

Pre-defined templates allow formatted offers and agreements to be distributed from within the system.

DocuSign integration allows the customer signature.

Document and process checklists ensure audit and process compliance.

All interactions with customers including documents exchanged recorded into the timeline.

Integrate with regulatory authority (ex. Ejari) for agreement attestation and synchronizing rentals with market indices.

Property 365

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MALL MANAGEMENT

Turnover based rent computation modules for mall outlets.

Unit splitting and merging functions at offer and contract level allows flexibility to create virtual units to lease.

Contracts support features such as adding and monitoring fit-out periods, snagging, and handover.

Budget and monitor rent matrix by type of retail.

FACILITIES MANAGEMENT

Comprehensive case management module to address tenant and customer complaints and service requests.

Problem code capture and work order creation for facilities team to access tickets onsite.

Connected field service apps for technicians to resolve, close, and update cases.

Property 365 supports ready integration with alternate CAFM application if required.

POST SALES & RENTAL MANAGEMENT

Tenant portal and app integration to automate all post-sales & rental transactions.

SLA driven workflow process to efficiently cater to tenant/customer requests such as cheque replacement, deferment, settlement, fit-out extensions, tenant name change, unit changes, unit modifications, rental/contract termination, etc.

Invoicing of charges, fine/penalty calculated for above services based on the parameterized master of charges including obtaining of customer approvals.

Property
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PROPERTY FINANCIALS

Property 365 auto-generate receivables and collection schedules when contract is finalized.

Invoicing processes can be pre-scheduled at fixed intervals or manually triggered from the property modules.

Financial dashboards allow efficient tracking of receivables and collections and cash flow forecasts.

Ready connectors for seamless integration with the financial management software of our clients supporting -

▶ Auto adjustment of payments against open receivables.

▶ Accrual management for expense realized income reporting.

▶ Cheque default tracking and legal notice management.

Support online payment integration and bank statement reconciliation for efficient payment tracking.

Fine and penalty calculations based on parameterized master values, triggered by different events such as payment delays or unit damages etc.

Payable calculation on early termination or contract cancellation triggers.

Modules on Roadmap

Map navigation: Interactive master plan browses – top-down views of projects and properties.

Property bot: AI agent to support agentless interactions for prospects and tenants.

Market insight: Property market insights to assist new property acquisition and valuations.

Community management: Community asset management and booking, visitor and event mgt.

Levtech Consulting DMCC

Founded in 2009 and a part of the RIB Group, Levtech consulting is a leading cloud technology firm delivering digital transformation through industry-specific solutions, value-driven consulting services and advanced technology capabilities based on Microsoft Dynamic 365, Azure and other global platforms. Currently, Levtech operates from offices in UAE, India, Qatar and Saudi Arabia, and has a presence worldwide through RIB offices. While serving organizations across most industries, Levtech Consulting has built deep vertical focus on the real estate, construction and retail sectors through RIB's MTWO cloud construction platform, Microsoft-certified industry solutions and domain-specific consulting skills. The firm currently has a team size of over 200 consultants and has completed over 300 implementation projects.

For more information, visit www.levtechconsulting.com