



iProperty Cloud for Housing Associations

June 2019

Presented by:

Mohamed Mostafa



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**



Introduction to TechLabs London

- Recently delivered the **FIRST EVER** Microsoft Dynamics **Artificial Intelligence** in Europe
- First **Dynamics 365 Field Services** for full end to end **Repairs and Voids Management** for 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



Private Sales

Property: Property ID: 19
OS8001 - 19 High Street Kensington...

Area: Knightsbridge
No. of bedrooms: 2

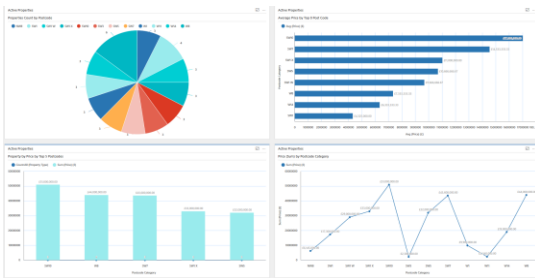
Ground Rent: £100.00 | Price: £1,100,000.00
Service Charges: £275.00

Address:
Property Number: 19 | Address Line 1: High Street Kensington...
Area: Knightsbridge | Address Line 2:
Town/City: London | Flat Number:
Postcode (Entered): W8 | Postcode (Dropped): W8
Postcode Category: W8

Manage Property

Visual Bedroom

Private Lettings



Property Marketing

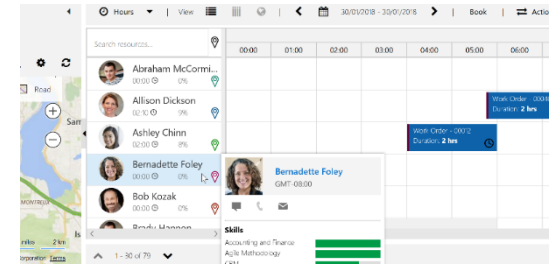
Service Charges



Social Housing: 32+ Processes

Shared Ownership

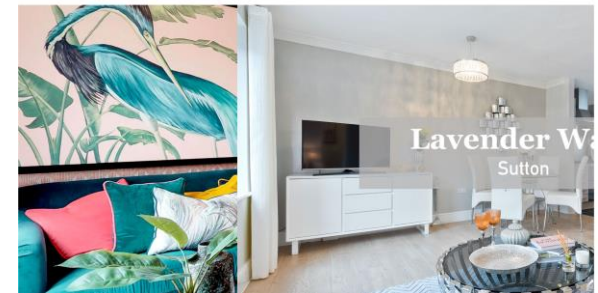
Repairs



Property Maintenance

Customer Portal

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



By TechLabs London

Tenancy Management

Sign-ups

Tenancy Start

End of Tenancy

Voids Management

Arrears

Customer Services

Social Housing



Repairs

Permissions

Consultations

Omni-Channel

Mutual Exchange

Decants

Change of Circumstances

Succession

ASB

Evictions

Abandonments

Complaints





Single Customer View



Single View of Customer

Tenancy Management

Sign-ups

Tenancy Start

End of Tenancy

Voids Management

Arrears

Customer Services

Omni-Channel



Mutual Exchange

Decants

Change of Circumstances

Succession

ASB

Evictions

Abandonments

Complaints

Repairs

Permissions

Consultations



SIGN-UP
New Sign-Up

Processes

iProperty Sign Up BPF
Active for less than one mi...

1. Arrange Appointments (< 1 Min)

2. Viewings

3. Prepare Tenancy

4. Sign-Up

5. Follow-Up Visit

Arrange Appointments

Viewings

Prepare Tenancy

Sign-Up

Follow-Up Visit

iProperty BPF Complaints
Active for less than one mi...

1. Capture Details (< 1 Min)

2. Investigation/Assigned To

3. Review

4. Official Response

Capture Details

Investigation/Assigned To

Review

Official Response

Appeal

Close

iProperty Void BPF
Active for less than one mi...

1. Allocate & Book Visit (< 1 Min)

2. Pre Void Visit

3. Property Report

4. Finalisation

5. Handover

Allocate & Book Visit

Pre Void Visit

Post Void Visit

Finalisation

Handover

Activities

iProperty BPF Customer ...
Active for less than one mi...

1. Visit Scheduled (< 1 Min)

2. Attend Visit

3. Visit Report

Conclude Visit

Visit Scheduled

Attend

Visit Conclusion

iProperty BPF Eviction
Active for less than one mi...

1. Start Eviction (< 1 Min)

2. Possession

3. Court

4. Vacated

Start Eviction

Possession

Court

Vacated

iProperty BPF Abandon...
Active for less than one mi...

1. Notifications (< 1 Min)

2. Investigation

3. Review Response

4. Finalise

General

Investigation

Review Response

Decision

iProperty BPF EoT Death
Active for less than one mi...

1. Eot Death (< 1 Min)

2. Review

4. Close

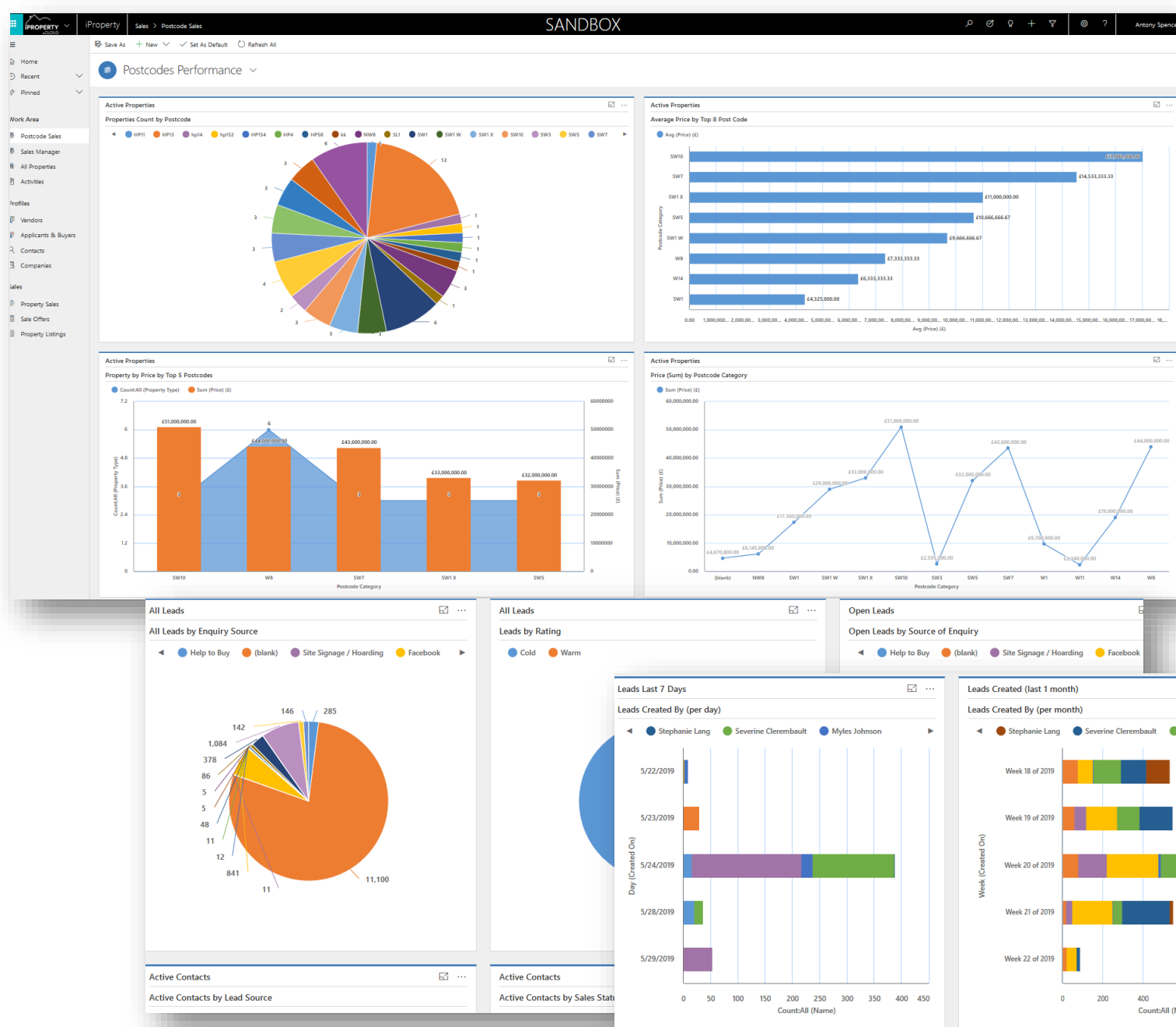
General

Review

Property Handover & Close



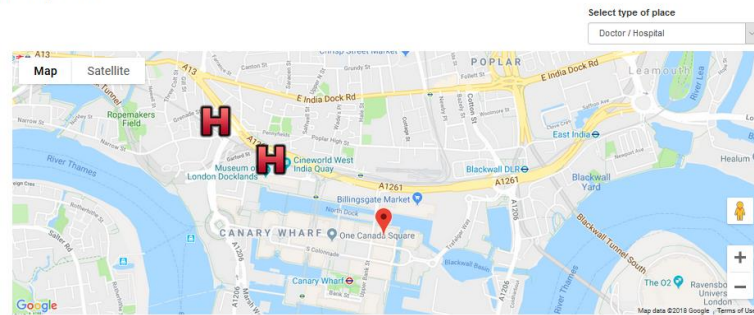
Management Information







Nearby Places



Appointment: iProperty Appointment Appointment
Property Viewing
Priority
Normal
Status
Open

Appointment
Speech 2 Text
Related

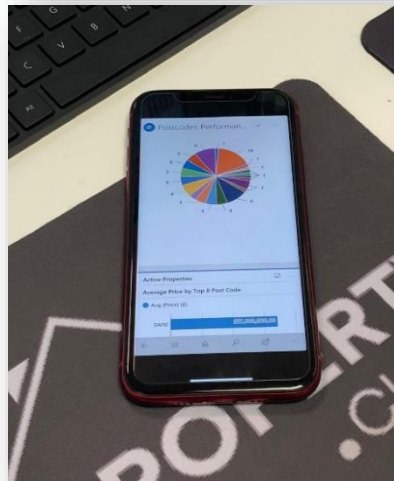
Recognition Mode:
Input:
Status:

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 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

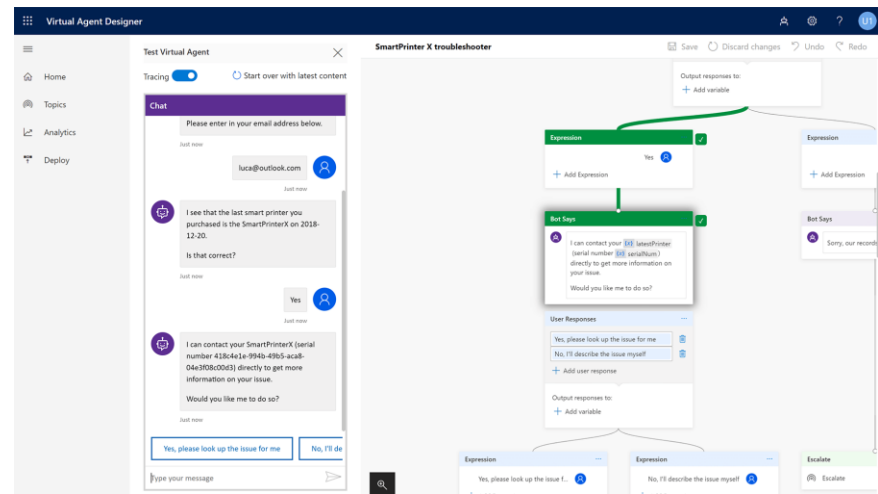
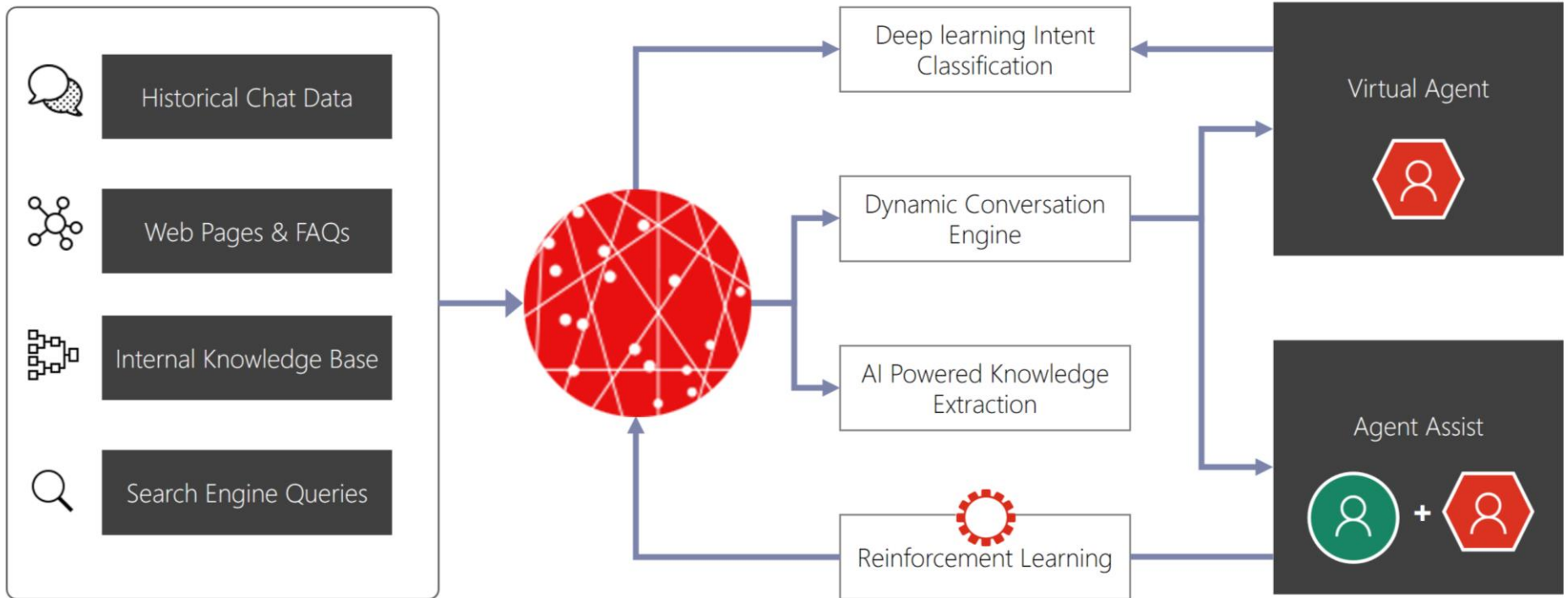
429 views · 5 Apr 2018

facebook
iProperty Cloud Estate Agent
Just now · £

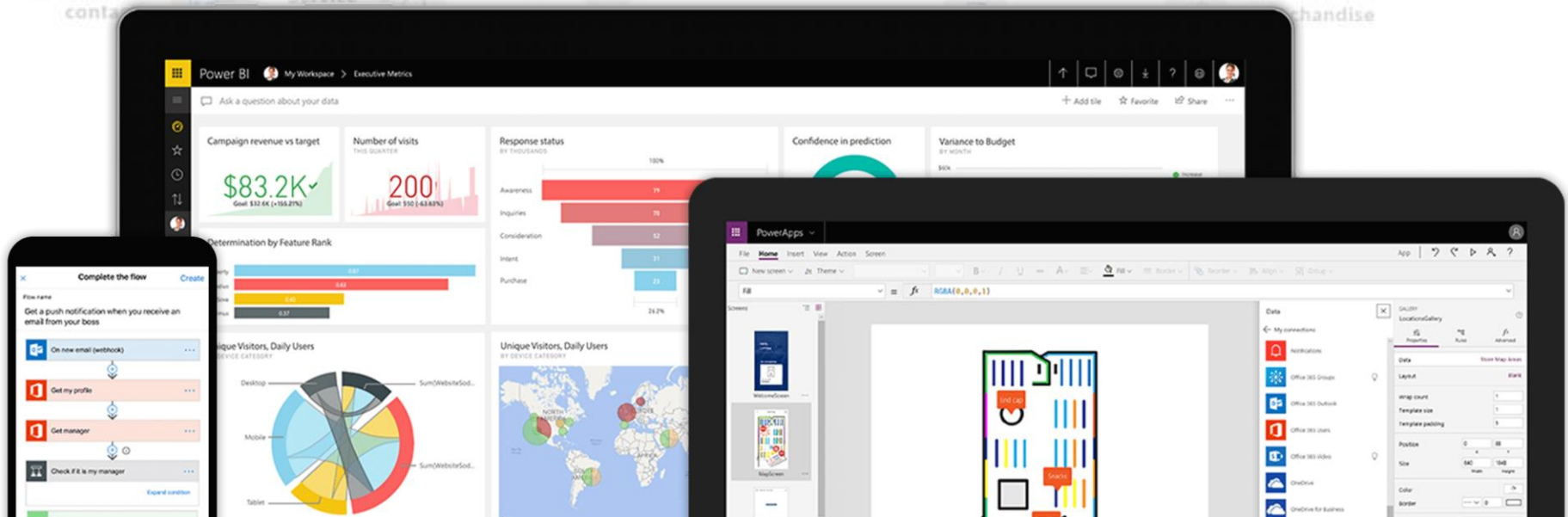
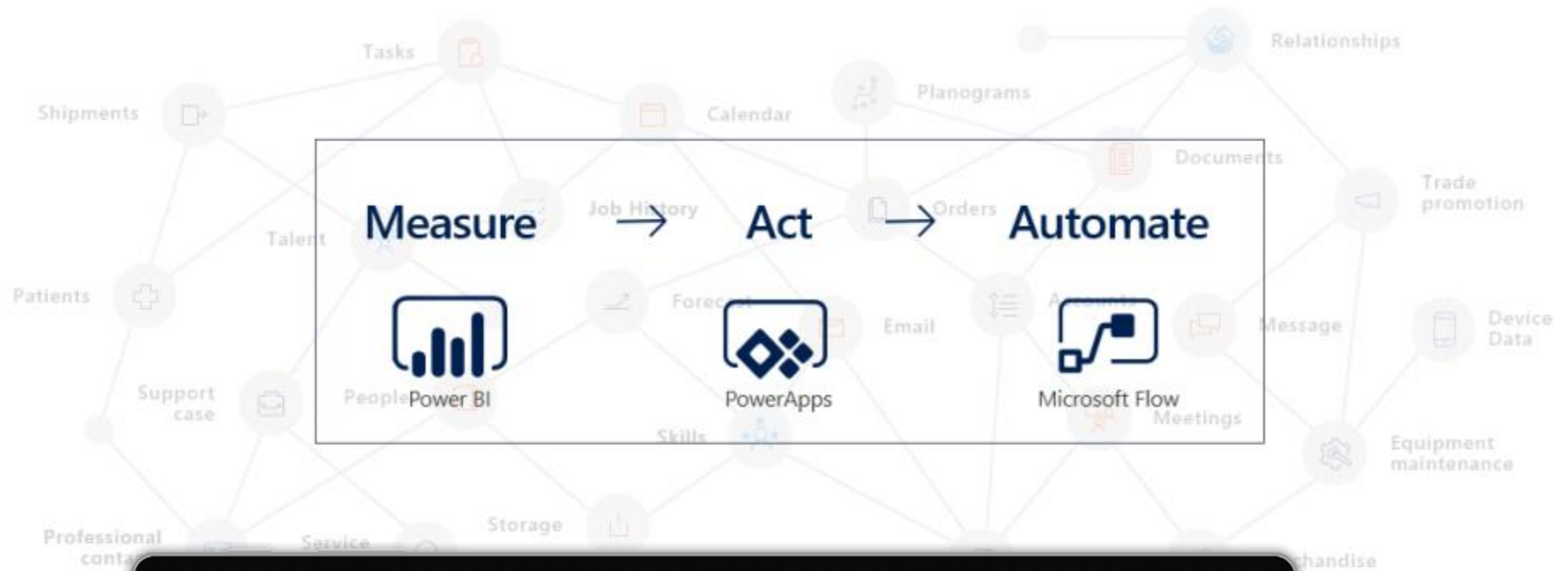
For Sale 3 bedrooms Terraced in Kingshill Grange, High Wycombe. Excellent property in a great location



Virtual AI Agent / Services Bot



Power Platform Now & the Future

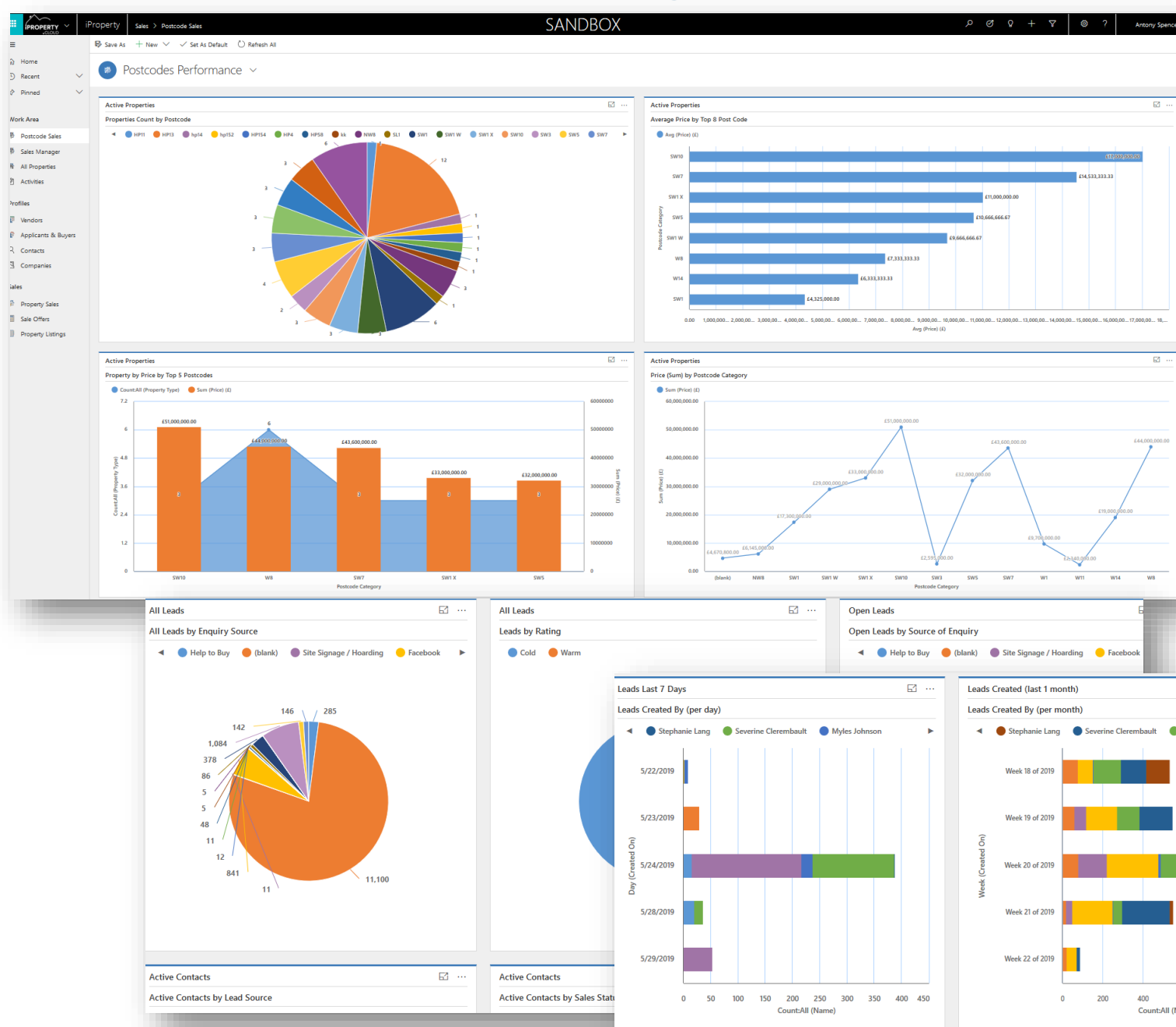


One Version of the Truth

Objective



Management Information



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 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	Clippenham	Address Line 2	----
Town/City	Slough	Flat Number	----
Postcode (Outward)	SL1	Postcode (Inward)	91A
Manage Property Sale	----		

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 :

Browse... No file selected.

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	Download
apartment-bedroom-bookcase-1027509.jpg	15/01/2019 11:06:53	Download

Select Document

Browse... No file selected.

UPLOAD

Uploaded Documents

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

✓ Completed

Policy Documents

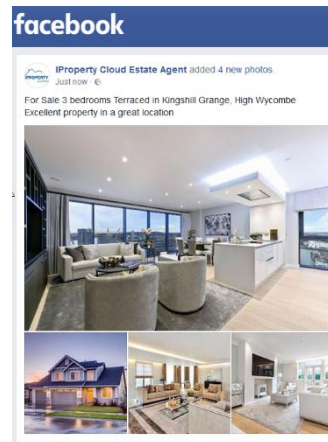
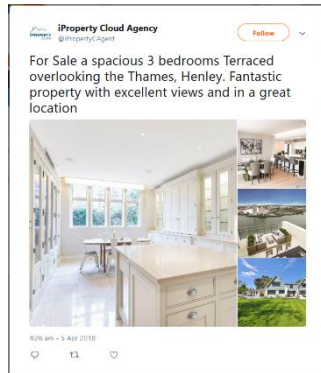
Documents to read

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

iPROPERTY
.CLOUD



By TechLabs London



Solution Design Principles

3 Design Principles embedded throughout the solution:

1. Rapid Deployment:

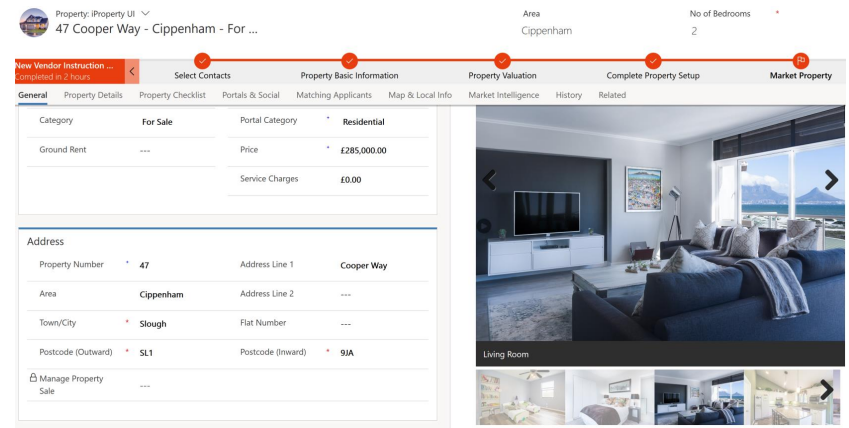
For example: Go Live in 6-8 weeks, additional process every 6 weeks, continuous enhancements

2. User Adoption & Usability:

For example: 360 degree view customers, User experience design and guided processes.

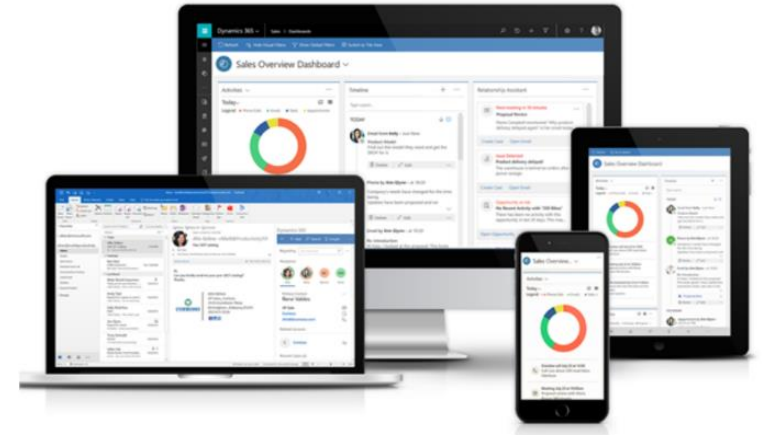
3. Cost Reductions:

For example: time saving, efficiencies, processes automations including emails, tasks, reminders.



Solution Design Principles

3 Design Principles embedded throughout the solution:



1. Customer Retention:

For example: 360 degree view customers & vendors, self service, etc.

2. User Adoption & Usability:

For example: User experience design and guided processes.

3. Cost Reductions:

For example: time saving, efficiencies, processes automations including emails, tasks, reminders.



Mobility

Solution Mobility Features for iProperty Cloud:

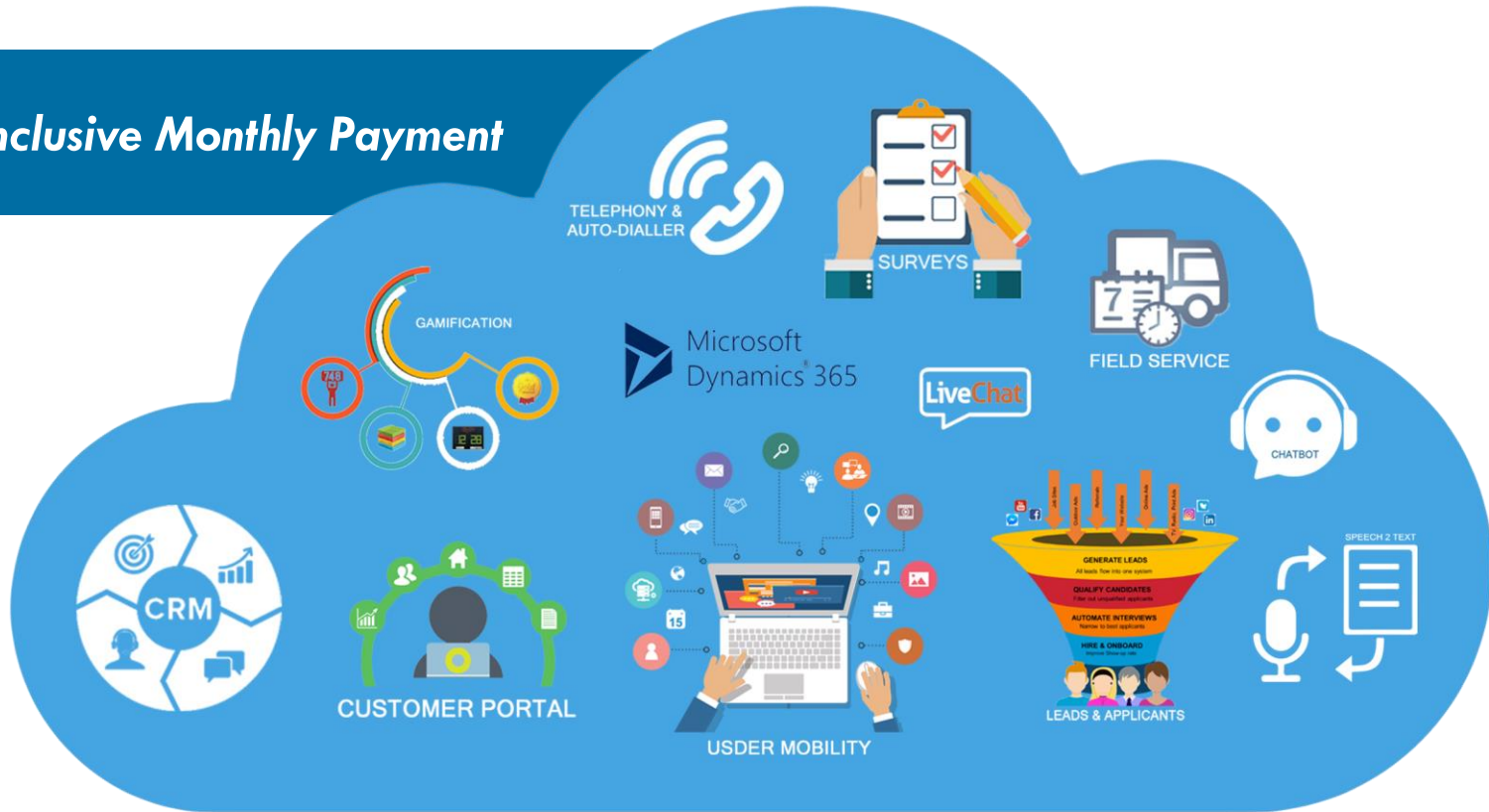
- Property **Valuation Visits**.
- **Onsite** Property **information capture**.
- Instant **Property Photos** capture and upload.
- Property **Viewings feedback** instant capture.
- **Setup** properties, contacts, all profiles, **sell** services, **check** updates **ON THE GO**.

The screenshot displays the 'Property Viewing' interface in the iProperty Cloud mobile app. At the top, there's a header with a blue circular icon containing a document symbol, followed by the text 'Appointments iProperty Appointment Appointment' and a dropdown arrow. Below this, the title 'Property Viewing' is centered. To the right of the title, there are two status indicators: 'Priority' set to 'Normal' and 'Status' set to 'Open'. A horizontal navigation bar below the header contains three tabs: 'Appointment', 'Speech 2 Text' (which is currently selected and underlined), and 'Related'. The main content area is divided into two columns. The left column, titled 'Recognition Mode:', contains a dropdown menu set to 'Dictation'. Below this, the 'Input:' section shows a 'Microphone' dropdown. The 'Status:' section at the bottom left shows 'Listening_Recognizing'. The right column, titled 'Results:', contains a text box with a light blue background and rounded corners. It displays two paragraphs of sample text: '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.' and 'On the first floor is a master bedroom with en-suite dressing area and bathroom, two further bedrooms each has a lock and ill shower room. To the second floor'. At the bottom of the screen, there are three buttons: a blue 'Start Recording' button with a microphone icon, a red 'Stop' button with a square icon, and a green 'Add to Meeting Notes' button with a notepad icon.



Single Property Solution on a World-class Cloud Platform

Single all Inclusive Monthly Payment



CONTACT



Mohamed Mostafa

Solutions Director



MM@TechLabs.London



<http://TechLabs.London>



[@MIMCRM](https://twitter.com/MIMCRM)



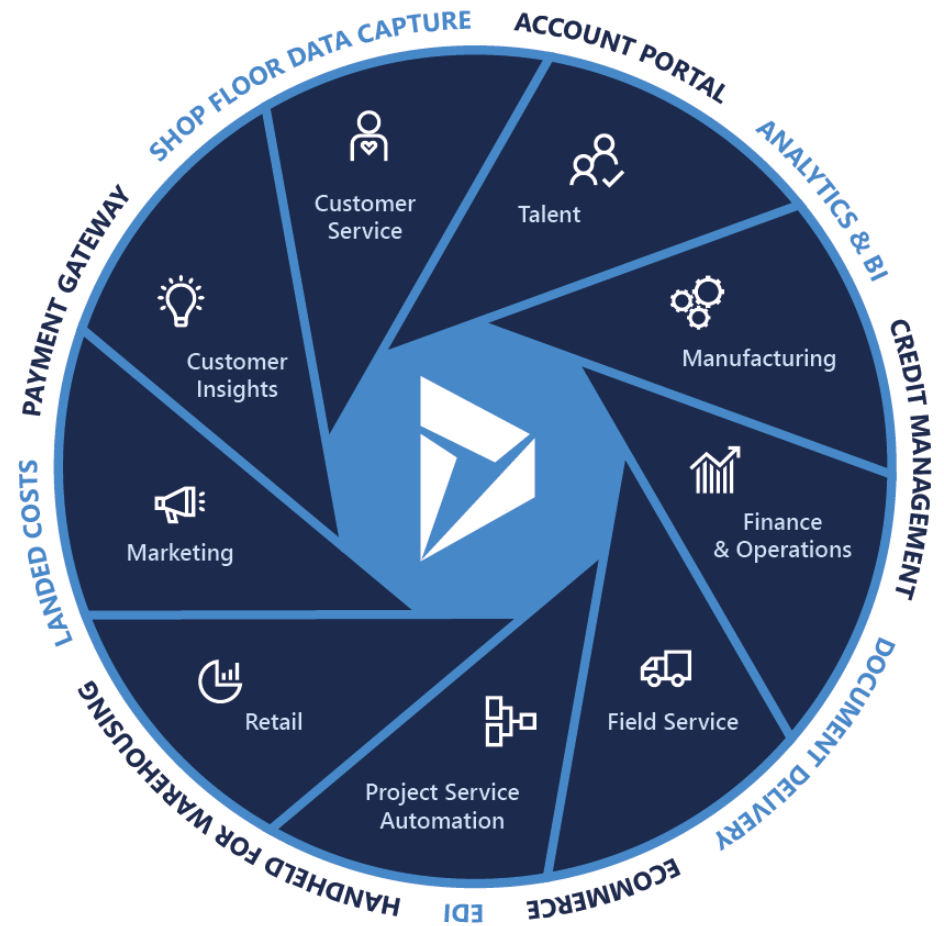
<http://MohamedMostafa.co.uk>



uk.linkedin.com/in/mohamed-i-Mostafa

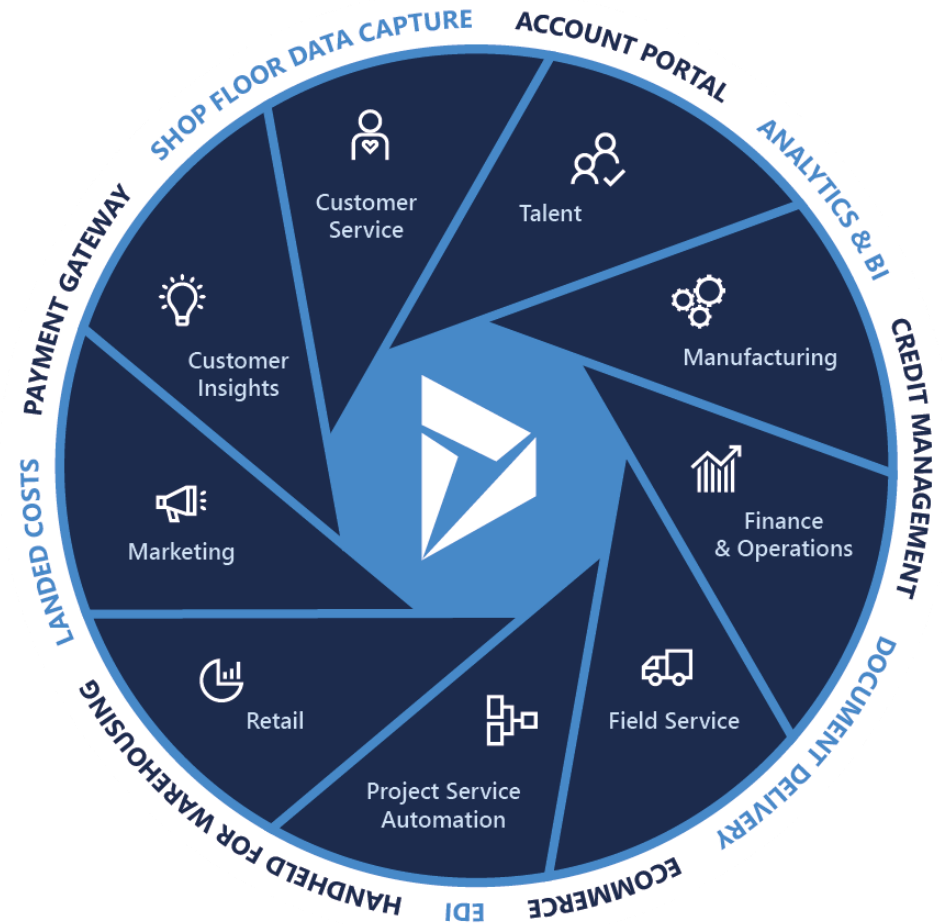


Appendix



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**



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



Some Key Features

iProperty Cloud Key Features:

- 4 Profiles - 1 Customer record - 360 degrees view of Contact including activities.
- 1 Property: Multiple "Property Sale" and / or "Tenancies" for each Property.
- History of all property sales and tenancies.
- Multi-party sales and tenancies including individuals and/or companies, solicitors, etc.
- Guided Business Process Flow for New Instructions: Vendor and Landlord.
- Guided Business Process Flow for New Applicants: Tenant and Buyer.
- Many more guided processes with ability to extend and further configure.
- Agency calendar, scheduling board and field Service Scheduling.



More Key Features

iProperty Cloud Key Features:

- **Instant Letters** and Documents auto Generation with auto-filled information.
- **Documents generation** available **within** guided process (or at any point).
- **Push** Properties to “On the Market”, Rightmove and Zoopla.
- PAF - Address **Postcode** matching: **Configurable** to your requirements (Postcode anywhere or your PAF).
- Document management in **SharePoint** Online and on-premise.
- Fully integrated with **Office 365**, Skype for Business, OneDrive for Business, Social Engagement.
- Comes with a Net MVC **Customer self-serve Portal** or Using Microsoft Portals.
- Adds an **online estate agent** to your high street branch.



Self-Serve Customer Portal

Customer Portal Features – Latest Microsoft .Net MVC features:

- One click **push** from Dynamics to Portal: **Property Marketing, photos, floor plans, brochures, EPC.**
- **Customers:** Landlords, Tenants, Buyers & Vendors: Own login with **regular updates.**
- Online **Instant Ticketing** straight into Dynamics 365 with two way instant communication.
- All **Updates** (Configurable): **Maintenance** issues, Property **Sale Progress**, Tenancy **References** Updates.
- All Information on Dynamics Exposed to Portal.
- Customers Portal **logins** controlled inside Dynamics: **One System** – no switching between systems.
- **Content Managed** allowing **marketers, administrators** and **IT** to update customer portal content.
- Configurable **Search Engine Optimisation** throughout.
- Can be embedded into other websites and portals or used standalone.



Some of iProperty Cloud Features:

CRM

- Multiple Profiles – Single customer ✓
- **Automation** – not Spreadsheets ✓
- Knowledge Base & Help Centre ✓
- Ongoing **Training, Walkthroughs** & Screen sharing **Video guides** ✓
- **Guided** Business Process Flows ✓
- Automated **Tasks Workflow** Engine ✓
- Storage & Attachment Management ✓
- Portal & CRM **Multi-lingual** ✓

Communication

- Email & **Outlook** fully Integrated ✓
- **Tracked** Meetings & Notes **Dictated** ✓
- Communication Automation ✓
- Every Important Interaction **Tracked** ✓

Marketing


- Digital Marketing **Full Cycle** ✓
- **Leads Nurture**, Ranks & **Scoring** ✓
- Synchronised **Events** Management ✓
- **Dynamic** Marketing Lists, **Seed-lists** ✓
- **Surveys & Scored Questionnaires** ✓
- Web & Portal Visitors Tracking ✓
- **Landing Pages** & Web Intelligence ✓

Data & Reporting

- Management Information ✓
- **Multi-Source Central Reporting** ✓



Property Record



Property: iProperty UI
47 Cooper Way - Cippenham - For ...

Area
Cippenham

No of Bedrooms
2

New Vendor Instruction ...
Completed in 2 hours

Select Contacts

Property Basic Information

Property Valuation

Complete Property Setup

Market Property

General

Property Details

Property Checklist

Portals & Social

Matching Applicants

Map & Local Info

Market Intelligence

History

Related

CategoryFor Sale

Ground Rent---

Portal CategoryResidential

Price£285,000.00

Service Charges£0.00

Address

Property Number47

AreaCippenham

Town/CitySlough

Postcode (Outward)SL1

Address Line 1Cooper Way

Address Line 2---

Flat Number---

Postcode (Inward)9JA

Manage Property Sale

Living Room

By TechLabs London

iPROPERTY
.CLOUD

Matching Engine

Intelligent Matching People and Properties:

- Match **Applicant (Buyer/Tenant) to Properties**.
- Match **Property to Applicants** (Buyer / Tenant).
- **Generate Property Listings** based on Specified Criteria.
- Match **Applicants** Buyers / Tenants to **Property Listings**.
- **Send Property Listings** to matched applicants.
- All **Fully Configurable** (via Config record for **future-proof** including if you added **new fields in future**).
- **Next phase**, Machine Learning Relevant Search – learning from previous results & customers behaviour.

Buyer email address: Maria.Campbell@mcampbell.com

Main Picture	Address	Price	Features	Description
	23 High Street Kensington Just opposite Harrods Kensington High Street, W14 London Kensington High Street, W14	£9,500,000.00	<ul style="list-style-type: none">• # Bedrooms: 4• # Receptions: 3• # Bathrooms: 3	A selection of new build apartments within the prestigious 375 Kensington High Street development, built by St Edwards Homes, benefiting from private swimming pool, spa, gym, private cinema, business suite and 24 hour concierge provided by Harrods. PRICES FROM £950,000.
	46 Aston court Opposite rugby club Kingston Park Newcastle Kingston Park	£920,000.00	<ul style="list-style-type: none">• # Bedrooms: 4• # Receptions: 1• # Bathrooms: 1	The building also benefits from lift access and a resident caretaker. Rutland Gate is located on Knightsbridge, directly opposite Hyde Park and ideally located for the world-class amenities of Knightsbridge and Kensington.
	67 Sutton street	£350,000.00	<ul style="list-style-type: none">• # Bedrooms: 3	This beautiful presented



1 Customer – Multiple Profiles

Important Reporting Considerations:

APPLICANT & BUYER : IPROPERTY MAIN ▾

Amanda Fox - John Smith ☰

Title*
Negotiator*
Main Contact
Is Contracting Party? ☐

🔒 Amanda Fox - John Smith

👤 Mohamed Mostafa

Amanda Fox

✉ Email Amanda@fox.com

📞 Mobile 07912876543

📞 Business 0207765454

📞 Home Phone --

Address 1
London Road
London W4 56H

🏢 Company Healthline

Second Contact

John Smith

Is Contracting Party?

✉ Email

📞 Mobile

📞 Business

📞 Home Phone

Address 1

🏢 Company

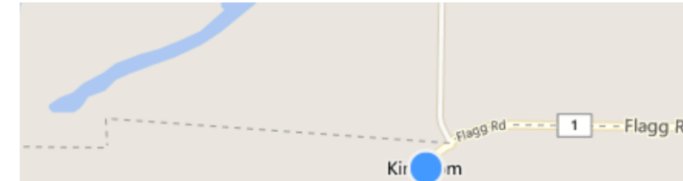


CONTACT : IPROPERTY CONTACT MAIN ▾

John Smith ☰

Create Contact (Active for 108 days, 20 hours)

Job Title Portfolio manager
Account Name 🏢 Smith Properties
Email john@techlabs.london
Business Phone 02083493495
Mobile Phone 07584549394
Home Phone 02038459495
Preferred Method of C Phone
Address Gerrards Cross
SL9 0BG
United Kingdom



Gerrards Cross
SL9 0BG
United Kingdom

🏢 Company Smith Properties



Technical and Integration Features


What's Next for iProperty Cloud Solution?

- Microsoft Azure Cloud hosted - not someone's Garage!.
- Built-in APIs and web services (Dynamics 365).
- Extensibility to Microsoft Cloud including Biztalk services, Azure service bus, Logic Apps, etc.
- Incorporates Microsoft Azure cloud apps, modules, features and the whole ecosystem.
- Built for the Cloud but can be on-premise or Hybrid model.



Self-Serve Customer Portal

Recently viewed products





For Sale or To Let 3 bed property in Hillingdon

Filter by property specification


Number of Bedrooms	Property Category	Property Type	House Type
<input type="checkbox"/> 2	<input type="checkbox"/> For Sale	<input type="checkbox"/> Flat	<input type="checkbox"/> Detached
<input type="checkbox"/> 3	<input type="checkbox"/> To Let	<input type="checkbox"/> House	<input type="checkbox"/> Penthouse
<input type="checkbox"/> 4			


Home pageResidentialCommercialOverseasNew PropertiesContactBlogForums







For Sale 2 bed property in Knightsbridge
£2,750,000.00










For Sale or To Let 3 bed property in Hillingdon
£2,000,000.00








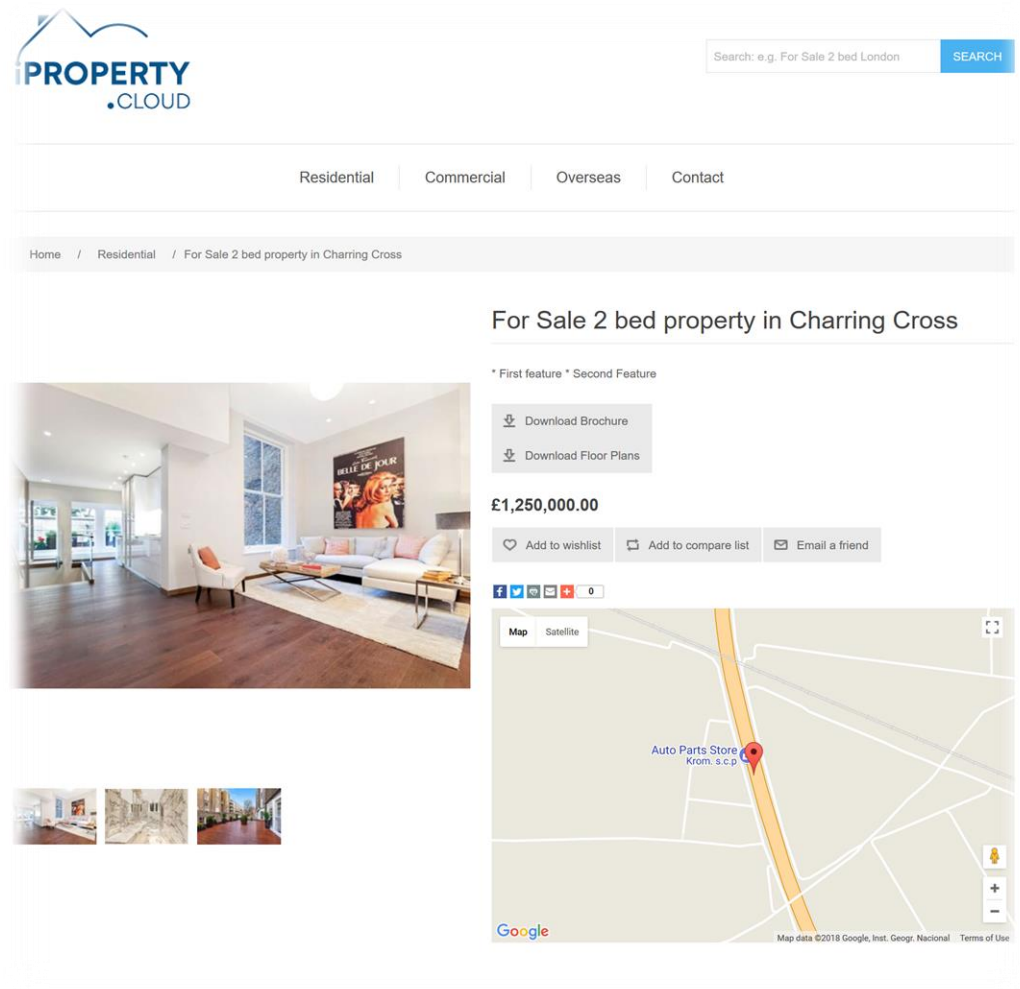
To Let 2 bed property in Southwark
£2,000,000.00





Public Portal

Fully Configured
SEO Optimisation
Content Management



Data Protection Act & GDPR

Data Protection:

- **PCI Compliance:** Non-sensitive card information in the response to a charge request. This includes the card type, the last four digits of the card and the expiration date. Not subject to PCI compliance.
- **GDPR Considerations:** PII, Sensitive Data and Security Model: Only those who need each data object for their daily work activities, can see it.



Practice Lead Profile:

Mohamed Mostafa

a Technologist with strong Business Focus:— Microsoft Most Valuable Professional



- **Career (Most recently):**

Dynamics CRM Practice Director @ KPMG UK and Senior Manager @ Accenture UK.

- **Technology:**

Microsoft Dynamics CRM Technical and Solution Architect since v1.2. Hands-on delivering & leading some of the most complex and successful high profile Dynamics Implementations across the UK, US, Europe and MENA.

- **Academic:**

Masters in Business, Henley Business School & Masters in Software Engineering, Nottingham University.

