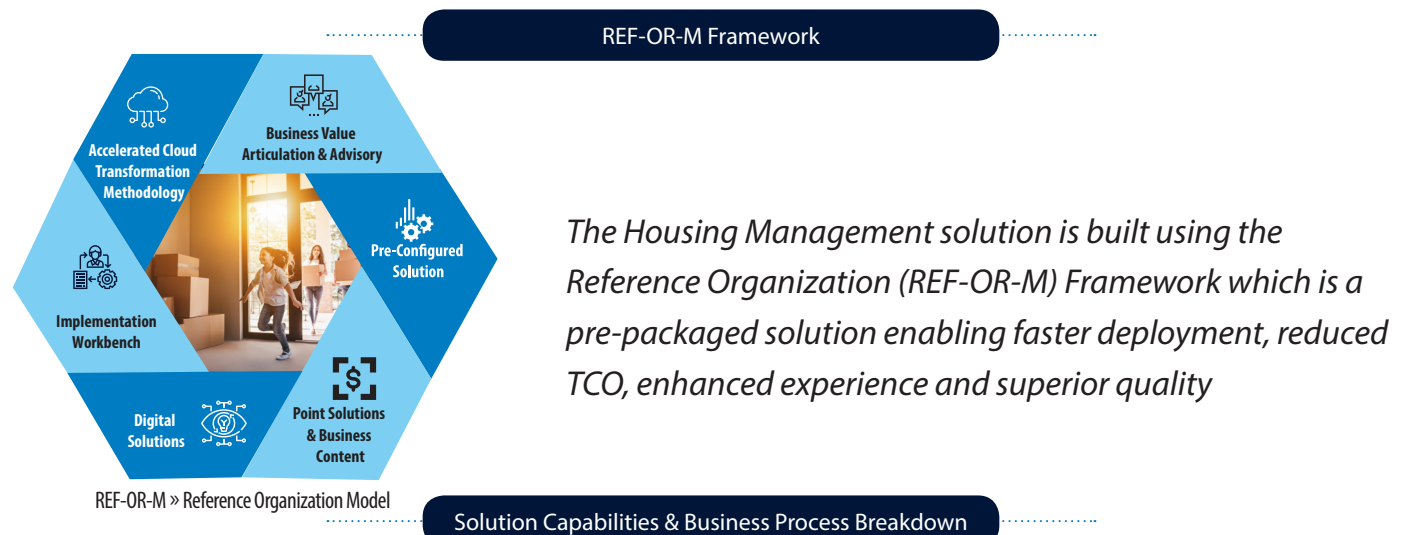


REF-OR-M SOLUTION FOR HOUSING MANAGEMENT

The REF-OR-M solution built for **'Housing Management'** comprises of functionality providing single dashboard utility to house owners and tenants by automating housing industry activities by capturing end to end process flows, financial components , complaints management by utilizing best practices from successful D365 engagements of the industry, together in a unique, integrated solution concept to achieve an amplified customer experience. Applicable to City/ Community Councils, Property management firms, Real Estate Companies etc.

The REF-OR-M solution built for 'Housing Management' is a smart & comprehensive housing management solution that caters to end-to-end business transformation needs for Housing management sector ,benefitting every stakeholder, comprising tenants , owners, facility management teams, middlemen, customer service teams and sellers.



REF-OR-M » Reference Organization Model

	Customer Servicing	Property Selling	Customer Management	Workforce & WO Management
Pre-Configured Dynamics 365 CE for Housing	<ul style="list-style-type: none"> Customer Self Service Portal/ Community Portal with Digital Experience of Chatbots/ Apps FAQ Support Management One stop shop for interactions and communication management 	<ul style="list-style-type: none"> Property Data Management Property Selling with lead to Order flow Experience Management for Property Selling Resident Management Agreements/ Contracts management 	<ul style="list-style-type: none"> Tenancy Prospecting, Onboarding, Relationship Management Case or Service Management Compliance and Waste management Automating Customer Management Business Processes 	<ul style="list-style-type: none"> Facility Management Field Service Planning, Scheduling, Tracking WO Planning, Assignment, Management Field Force Mobility and Assistance Integrated Service and Work Order Management
Pre-configured Self Service Solution	<ul style="list-style-type: none"> Self service portal to manage customer activities Portal with consolidation of news, events, actions for logged in Customers/ Tenants/ Residents View status of existing issues, cases, service requests, raise new inquiries, collaborate with contacts points etc. One stop shop self service tool for Q & A, managing spaces and more 			
Additional Point Solutions & Digital Solutions	<ul style="list-style-type: none"> Work Order Management & Technical support through Field Service Mobile App Offline Capability & Sync Real Time Synchronization with Knowledge base, KB, Remote Assistance for Field Service Inspection management , digital sign off from customer and payment management while on the go on mobile devices/ tablets with apps for evidence capture, digital signature etc. Digital Solution for Customer Facing Conversational AI 			

Deployment Approach

Initial Due Diligence: Using our ACE program

Business Value Articulation about the business value, solution alignment, processes break-down / design, and road-map specific to Housing Management aspects, how Councils or Companies can benefit from automation and structured processes for Tenant and Service Management

Pre-Configured Solution

- Ready to run foundational configurations specifically aimed at Housing Management organizations, with features for front office, back office and self service.
- System specific process flows for further customization analysis
- Includes benefits catering to all stakeholders viz. service partners, brokers, taxing authorities

Applicability of REFORM Solution

- **Greenfield implementation**, Upgrade or move to modernization using a digital platform like Dynamics 365
- **Ready to integrate** legacy systems, financial tools, 3rd party tools to enhance user convenience
- Serves the need of **comprehensive solution** for housing committee management to automate every process from prospecting, onboarding, complaints management, sustainability to termination.
- Leverage best benefits of **Microsoft Dynamics 365** engagements to achieve greater business value



Point Solutions, Business Content & Digital Solutions

- Packaged Solutions specific to this industry requirement
- Point Solutions for Mobility for use by field force, workforce for better service management in housing
- Digital Solutions (like chat-bots/ AI/ML etc..) available in ready to deploy state, specific to customer context

Key Benefits



Maximum reach

- City Council/ Real estate/Property Management Industry
- Domain Expertise
- Incremental & Adoptive Solution Building+ Smart extensions



Improved efficiency & productivity

- Agile, Accelerated, Ready to Deploy
- Solution for Front Office & Back Office Needs



Highest Convenience

- End-to-end Housing solution offering across Prospecting, Relationship Management, Selling & Service
- Faster Deployment, Lower Risk



Customer Delight

- Superior experience for employees & Customers with Digital Channels
- Pre built solution for housing companies to use enabling Reduced TCO

For more information, contact askus@infosys.com

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