Dweller

"Bringing people together, through technology."

Vision   
Our vision at Dweller is to be the leading provider of security and facility management technology(FACTECH) in Nigeria, using innovative technology to improve the lives of people living and working in buildings. We strive to create a safer, more convenient, and more enjoyable experience for our clients, and to be recognized as a trusted and reliable partner in the communities we serve.

Mission Statement  
At Dweller, our mission is to provide exceptional security and facility management services to our clients in Nigeria. We aim to deliver reliable and innovative solutions that enhance the safety and convenience of buildings, and to build strong, long-term relationships with our clients based on trust and mutual benefit. We are committed to continuous improvement and to being a responsible and ethical corporate citizen in the communities we serve.  
  
Core Values  
Safety: Ensuring the safety and security of all customers and employees is a top priority.

Integrity: Upholding the highest standards of honesty, transparency, and ethical behavior in all business practices.

Innovation: Constantly seeking out new and improved technologies and processes to better serve customers and stay ahead of the competition.

Customer satisfaction: Focusing on meeting the needs and exceeding the expectations of customers through excellent service and support.

Teamwork: Encouraging collaboration and open communication among employees to achieve common goals.

Responsibility: Committing to sustainable and ethical business practices, including protecting customer data and minimizing the company's environmental impact.

Dweller User Story

Facility Company  
As a property manager working for a company that uses Dweller's facility management platform, I want to be able to easily track and manage the maintenance and repair requests for the properties under my care. I also want to be able to keep track of the assets for each property and make sure they are in good condition. In addition, I want to be able to efficiently collect bills from residents and communicate with them about any issues or concerns they may have. To do this, I will use the workorder, asset management, and bills collection modules provided by Dweller. I will also use the community management module to stay informed about any community events or activities and to facilitate communication between residents and the management team.

Residents

As a resident of a community managed by Dweller, I want to be able to easily request services and report any issues or emergencies that arise in my living space. I also want to be able to pay my bills and manage any visits from guests or service providers through the Dweller platform. Additionally, I want to be able to participate in community activities and stay informed about what is happening in my community. To do this, I will use the workorder, asset management, bills collection, and community management modules provided by Dweller.

"What You Can Do with Dweller":

II. For Facility Managers

A. Organize work orders

One of the key features of Dweller for facility managers is the ability to create and track work orders for maintenance and repair tasks.

This means you can easily assign tasks to specific staff members, set deadlines, and receive automatic notifications when tasks are completed or overdue.

This helps ensure that everything runs smoothly and efficiently, and that residents' needs are taken care of in a timely manner.

B. Collect bills

Another important function of Dweller for facility managers is the ability to collect rent and other bills from residents.

With Dweller, you can set up online payment options and automatic reminders, making it easy for residents to stay on top of their bills and for you to keep track of payments.

This can help reduce the workload for both you and your residents, and make the billing process more streamlined and efficient.

C. Manage residents

As a facility manager, you have a lot of information to keep track of – from contact details and lease agreements to maintenance requests and bills.

Dweller helps you manage all of this information in one central location, making it easier to stay organized and on top of everything.

You can also use Dweller to communicate with residents through a secure resident portal, helping to improve communication and keep everyone informed.

D. Manage properties

If you are responsible for overseeing multiple properties, Dweller can help you keep track of everything in one place.

With centralized asset management and reporting tools, you can easily see what's going on at each property and make informed decisions about how to manage them.

This can save you time and effort, and help you ensure that everything is running smoothly across all of your properties.

E. Manage visitations

Whether it's contractors coming in to do repairs or maintenance staff checking on equipment, there are often many people coming and going at a property.

Dweller allows you to schedule and track visitations, so you always know who is onsite and when.

You can also use visitor logs to keep track of who has been in and out, ensuring that everything is accounted for and secure.

F. Asset management

Keeping track of assets like equipment and furniture can be a challenge, especially if you have multiple properties to manage.

With Dweller's asset management tools, you can easily keep track of what you have and where it is, and set up maintenance schedules to ensure that everything stays in good condition.

This can save you time and effort, and help you ensure that your assets are being used and maintained effectively.

III. For Residents

A. Connect to your community from your mobile phone

If you are a resident, Dweller can help you stay connected to your community and access important information and resources from your mobile phone.

Whether you need to pay your rent, request maintenance, or find out about community events, you can do it all from the convenience of your phone.

You can also use the resident portal to stay informed and connected with your

According to data from the Nigerian Bureau of Statistics, Nigeria has a population of over 206 million people, with a significant portion living in urban areas. This large population puts pressure on housing and facilities in cities, making it important for property managers and communities to have tools to efficiently manage maintenance, repair requests, and other tasks.

Nigeria's housing market is also characterized by a lack of access to credit and high costs for homebuyers, leading many people to rent instead. This means that there is a large population of renters in Nigeria who may benefit from using Dweller's platform to easily request services, pay bills, and participate in their communities.

In recent years, Nigeria has also experienced a significant increase in the number of people living in informal settlements, which often lack basic infrastructure and services. The community management features of Dweller's platform could potentially be used to help residents of these informal settlements organize and advocate for their needs.

Sources:

Nigerian Bureau of Statistics. (2022). Nigeria in Figures. Retrieved from http://www.nigerianstat.gov.ng/nigeria-in-figures

World Bank. (2022). Nigeria - Housing Finance. Retrieved from https://data.worldbank.org/topic/housing-finance

UN-Habitat. (2021). State of the World's Cities 2020/21. Retrieved from https://unhabitat.org/books/state-of-the-worlds-cities-2020-21/

Executive Summary:

Dweller is a security and facility management company that uses technology to improve convenience and safety for our clients. We offer a range of services, including access control, visitor management, and concierge services. Our target market is residential buildings and commercial buildings in urban areas of Nigeria, and we differentiate ourselves from the competition by providing a more seamless and user-friendly experience for our clients.

Company Description:

Dweller was founded in 2022 by a team of security and technology professionals with a vision of using innovative solutions to improve the lives of people living and working in buildings in Nigeria. We are headquartered in Lagos, with additional offices in Abuja, Port Harcourt, and Ibadan. Our management team has a combined 15 years of experience in the security and technology industries, and we are backed by a team of advisors with expertise in business development and marketing.

Market Analysis:

The market for security and facility management services in Nigeria is growing rapidly, with an estimated compound annual growth rate of 10% over the next 5 years. The demand for these services is driven by a combination of factors, including increasing urbanization, rising incomes, and concerns about safety and security. Our target market is residential and commercial buildings in urban areas of Nigeria, and we estimate that there are approximately 150,000 potential customers in this segment.

Product or Service Offering:

Dweller offers a range of security and facility management services to meet the needs of our clients in Nigeria. Our core offering includes access control and visitor management, which are facilitated by our proprietary software platform that allows users to easily manage building access and track visitors. In addition to these services, we also offer concierge services, including package delivery, maintenance requests, and other services as needed.

Marketing and Sales Strategy:

We will primarily market our services to property management companies and building owners in Nigeria, with a focus on residential and commercial buildings in urban areas. Our marketing efforts will include targeted online advertising, direct mail campaigns, and targeted outreach to property management companies. We will also leverage our relationships with key partners in the security and technology industries to drive sales. Our pricing strategy will be based on a combination of monthly subscription fees and per-use fees, with discounts for long-term contracts.

Operations and Management:

Dweller will be organized as a privately-held company, with a flat management structure and a focus on agility and flexibility. Our management team has a strong track record of delivering results in the security and technology industries, and we have assembled a team of advisors with expertise in business development and marketing. We will have a lean and efficient operational structure, with a focus on using technology to streamline processes and reduce costs.

Financial Plan:

Our financial plan is based on the assumption that we will be able to sign up 150 building owners or property management companies as clients in our first year of operation, and that we will be able to grow our client base by 20% per year thereafter. Based on these assumptions, we expect to generate approximately $800,000 in revenue in our first year, and to achieve profitability by the end of the year. Our expenses will be primarily related to sales and marketing, technology development, and general and administrative costs.

I hope this revised sample business plan for Dweller is more in line with your needs. Please let me know if you have any additional questions or need further assistance.

Scripts

Resident  
"Are you tired of feeling unsafe and disconnected in your gated community? Introducing Dweller - the ultimate solution for managing and securing your community. With Dweller, you can easily track and manage visitors, deliveries, and security guards. You can also request services from facility management companies and stay connected with your neighbors through our convenient online platform. Don't let security and management concerns weigh you down - try Dweller today and experience the peace of mind that comes with living in a well-managed and secure community."

Facility

"Welcome to Dweller, the comprehensive facility management software that helps you streamline your work and better serve your community.

With Dweller, you can easily create, assign, and track work orders in real-time, ensuring that maintenance and repair tasks are completed efficiently. Staff members can use the software to update the status of work orders and communicate with residents, making it easy to keep everyone informed.

Dweller also helps you store and access important information about your residents, such as contact details, lease agreements, and payment histories. You can even use the software to send out newsletters and updates to keep your residents informed and connected.

But that's not all. With Dweller, you can also plan and coordinate events and activities for your community, manage common areas and amenities, and even collect rent and other fees. The software makes it easy to send out payment reminders and generate reports for accounting purposes.

In addition to managing your residents and community, Dweller also helps you schedule and manage your staff members, including tracking attendance and performance. You can even create and distribute employee handbooks and policies using the software.

And when it comes to asset management, Dweller has you covered. You can use the software to keep track of your assets, such as equipment, furniture, and tools, and schedule maintenance and repairs as needed.

Finally, Dweller makes it easy to track and manage visitors, including issuing temporary passes and tracking the purpose of the visit. This helps enhance security and ensure that only authorized individuals have access to your facility.

So if you're a facility manager looking for a comprehensive and easy-to-use software solution, give Dweller a try. We're confident that you'll see the benefits for yourself."