Integrated Facilities Management Application Services details

1. __Community Financial Management__

Accounts, Invoicing& Online payments

- Raise invoices for various society charges.
- Set rules based on size of flat or usage.
- Invoicing for groups or individuals.
- Option to configure any kind of penalty.
- Bulk charge items for invoicing.
- Ability to collect payment online
- Ability to accept payment by EMI
- Collect partial payments
- Mobile dashboard for residents
- View dues based on selected date

Payment collection

- Capture all payment collection modes.
- Accept partial payment of charges.
- Acknowledge payment via email/SMS/Whatsapp.
- Bulk downloads of receipts.
- Link/Configure bank account for selected bills.

Reports and reconciliation

- View date-wise dues for an account or bill.
- View payment collection by account.
- View collections based on payment mode.
- Auto-reconciliation.
- Download reports to your device.

2. __Report__

- Transactional Summary/Detailed Report.
- Work Order report in PDF.
- Asset monitoring report.
- Configuration report.
- Asset/Engineer Performance Rating Reports
- Spare Usage report.

3. Stock & inventory management

- Stock details can be viewed by team members through this app.
- Able to raise tickets for material requirement.

4. Asset management

- Can easily maintain a track history of various assets through this application.
- Asset details can be easily accessible.
- Downloading of summary reports.
- Can easily maintain & update health report of every asset
- Asset tagging details with location.
- Bar coding

5. Contract & compliance management

- Through app all documents will be easily accessible & get reminders for their renewal such as Lift License, HSD certificate etc. AMCs.
- Can track PPM activities need to be carried out on monthly or quarterly basis..
- Keep track of third party vendor contract copies & receive reminder for their approvals.
- Can track status of 52 week maintenance schedule.
- Through app emergency evacuation plan is easily accessible that will guide residents for safe evacuations.

6. Work Order Management

- Manage PPM with inspection checklist & auto assignation of PPM work order to Technicians
- Items Breakdown Management.
- Adhoc work order.
- Multitask work either serial or parallel
- Meter based schedule & Monitoring point
- Spare replacement schedule
- Calibration schedule
- Complete work log for breakdown work orders
- Work orders in Calendar view.
- PPM mapped to a specific user group.

7. SLA, Reminder & Escalations

- SLA, multiple reminders and multiple escalations management of work.
- Orders Ticket SLA.

8. Notifications & Bulk upload

- Alerts, Notifications and escalations through email, push and app notification
- Breakdown Ticket SMS for Technicians
- Location based asset mapping bulk upload.
- Asset with serial no. bulk upload. Auto generate QR code
- Schedule Bulk upload
- Asset with Spare parts bulk upload

9. Visitor Management

Use pass code invites

- Replace the intercom and register book for a technologically-forward pass code-based solution that makes it easy for residents to participate in the process of approving their visitors.

Verify unexpected visitors

- The process is also simplified for visitors that simply turn up at the gate. Residents receive a notification on their app, requesting them to approve their entry. One click and they're in.

App should be able to capture the following:
  a. Data(name/address/contact no/purpose of visit/vehicle no/type of vehicle/etc)
  b. Photo(visitor/vehicle/etc)
  c. Documents details & snap(ID cards)
  d. Safety instructions/Assembly points/important information for the day.

Resolve parking issues

- A visitor's car is in a resident's spot? Fix this with ease on app,simply enter the vehicle number and get the owner's contact details. Resolve the issue quickly.

10. Communication management

Run polls/Discussions

- Create opinion polls to understand what your residents want and make quick decisions. Want to plan an event or celebration? Know if people are interested in? Create a poll and find out immediately.

Send meeting invites

- Looking to call for a meeting to plan an event? The 'Meeting' feature will help you create an invite. It allows you to list the meeting description, agenda, venue, date & time, and participating groups for attendees' convenience.

Start a discussion

- All residents can check into the 'Communications' section of the app and pen down their suggestions to start a discussion and comment on other ideas that interest you.

Notice Boards/Announcements

- Can see all announcements/Notice related to residents through the app.

Documents

- Documents related to society/facilities can be stored for easy accessibility as and when needed. Security / Safety riders-restricting downloads/read only/etc.

11. Daily staff management (Residents hired staff)

Instant notifications

- Are you often left wondering whether your domestic help will skip work? App makes it easier for your residents to plan their day by sending notifications of the arrival of maids, nannies and other staff.

Attendance review

- App will make it easy to do attendance reviews instead of manual entries.

Community staff ratings

- Who better than your neighbors to help you find a better nanny, driver or cook! With crowd-sourced daily help reviews, your home will always be in good hands.

12. Child security management

Get notified on checkout attempt

- Every time your kid attempts to leave the premises, with or without an escort, the security guard will ask for your permission.

Allow future exit

- If you allow your kid to exit during the coming few hours on the app, the guard will immediately be notified of this when he attempts to seek your permission.
Delivery Management

Auto-approved entries

- Validating every delivery executive is a lengthy process. App will tied up with the top e-Commerce brands in the country to reduce the hassle to just a few seconds. It's simpler and safer, too!

Leave at gate

- App comes with a simple parcel management workflow, enabling residents to leave parcels at the main gate when they're not home and pick them up in a secure manner when they return.

Overstay alert

- What if delivery personnel entering your community overstay their welcome? App will alert your security guards of their status and require them to check on their whereabouts.

13. Amenities booking

Book your slot

- Provide residents the ability to book their access to clubhouse amenities on the app. This is particularly handy in the case of in-demand amenities such as the swimming pool etc.

Restrict usage to residents

- Is your community finding it difficult to enforce usage rules? App can help implement a pass code based system to restrict usage to residents and their guests, further enhancing the safety of the society.

Access usage history

- App can give you a good understanding of usage trends, which can help you understand the value of an investment in one or another amenity and even resolve issues that may crop up from time to time.

Rewards- Redemption

14. Helpdesk/Complaints Management

Quick complaint assignment

- Issues keep coming up at the society, when you're at work or even away on holiday, leading to a delay in communication to the technician or facility manager. With this, you can assign tickets right on the app.

SMS alert to technicians

- When you raise a complaint, you're usually left wondering if the message has reached the person who will actually fix the problem. With App, the technician receives an SMS as soon as one is assigned, and both the committee and resident are informed.

Escalation Matrix and information

- For timely resolution in case of issues where the assigned technician is not able to resolve the complaints on time or clarification is sought.

Real-time updates

- The management committee and resident get real-time updates on the ticket by the facility manager, so everyone is in the know. This keeps everyone on the same page and reduces the number of escalations.

Detailed complaint reports

- App makes it easy to analyze the performance of support staff and facility manager by downloading periodic complaint reports to understand resolution times and how they can be improved.

15. Multi property management

Single Dashboard

- A simple toggle is all that's required to move from one property to the next. Select one and use all the App features activated for that community.

Tag Rented Properties

- If you rent out any of the properties, you will continue to receive Community updates. However, visitors, daily help and deliveries will only be visible to the tenant.

16. In-house & third party application accessibility

- App will tie up with various food brands & supermarkets such as Spencers, Big Bazar, Zomato, Swiggy, etc: from which residents can directly order through our app& get various offers.
- Shopping of various products can be done through application & get cashback/offers.
- Printing & stationary (Xerox, Binding etc.) services will be provided / tie-up, through app.
- Azea Botanica Privilege cards and schemes being offered by vendors-integrated.

17. Health, Safety & Trainings

- All trainings details will be accessible through this app.

- Fire safety refresher videos will be provided in the app to be updated in case of any fire emergency.

- Floor warden/ERT contacts will be easily accessible.

- Fire MOC drill & other training attendance sheet will be uploaded for easy accessibility.

- Health status of Daily helpers & drivers.

- Medical Emergency services(outsiders). (also to include the Doctors list living in society)

- Through app emergency evacuation plan is easily accessible that will guide residents for safe evacuations.

- Medical services-tie ups

18. Mobility

- Create, Assign, Execute Work Orders
- Photo/Audio/Video Capture
- Q R Scanning
- Geo-Location Tracking for Service Technicians
- Asset History
- E-Signature Capture

19. Buy, Sell & Rent

- App will have provision in which customer can Buy, Sell & Rent various properties with co-ordination with brokers/property dealers – tie ups.
- Also application will have provision in which occupants can buy & sell their HH goods, second hand cars etc. to internal occupants as well as external(third party applications), through this app.

20. Socializing

- It will have feature in which occupants can send socializing request/schedules (Kitty party, Yoga session, etc) through this app.

21. Private Business Promotions

- Private businesses like-vocational trainings, Sports coaches, Yoga, etc.

22. e-commerce platform

- Link between business & customers

23. Socializing

- E-library-a repository of all books on line.

24. Recruitments

- Data bank
- Referrals & uploading of details by residents/others
- Find suitability & employment-soft & technical services.

25. Suggestions & Feedback

- Create a platform for recording suggestions &feedbacks.

- Suggestion & feedback will be always welcome from our customers.

26. Stand alone service provider

Deep cleaning, general cleaning, pest control, chauffer, plumbing, electrician, carpentry, repair & maintenance, etc.