iProperty Cloud for Housing Associations

September 2019

http://iproperty.cloud/

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 multi**ple continents**

Introduction to TechLabs London

Our Achievements

TechLabs London

01 Recently delivered the **FIRST EVER** Microsoft Dynamics **AI** in Europe

02 Microsoft **Cloud Embed** Partner – **1st in Europe**

03 Microsoft **Co-Build** Ready and **Co-Sell Ready**

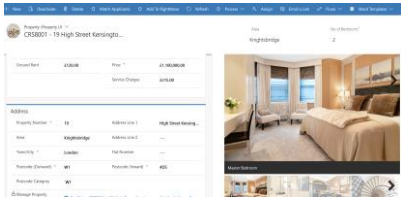
04 Strong & **Direct links with Dynamics 365 Product Group,** MS Partner & ISV teams

05 **Certified Microsoft Dynamics 365** solution Provider on **UK Government G-Cloud 10**

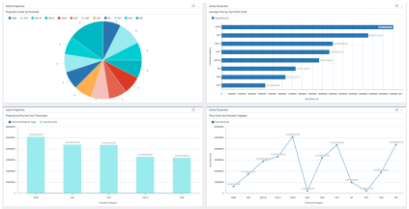
06 **Featured in MS Inspire Las Vegas 2018 –** Rising Microsoft Partner of the year

07 Team behind **1st UCI Solution globally** on **Microsoft** AppSource

Private Sales



Private Lettings



Property Marketing

Service Charges

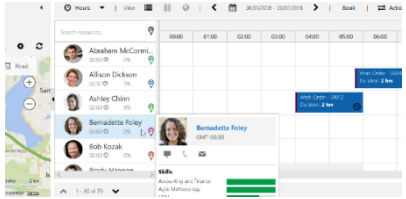
iPROPERTY .CLOUD

Azure

Social Housing: 32+ Processes

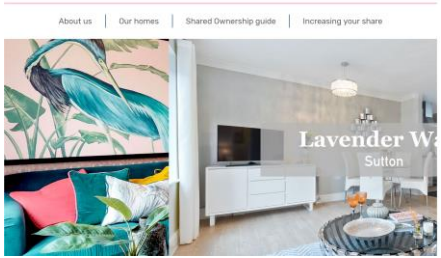
Shared Ownership

Repairs



Property Maintenance

Customer Portal



Tenancy Management

Sign-ups

Tenancy Start

End of Tenancy

Voids Management

Arrears

Customer Services

Social Housing

iPROPERTY .CLOUD

Repairs

Permissions

Consultations

Omni-Channel

Mutual Exchange

Decants

Change of Circumstances

Succession

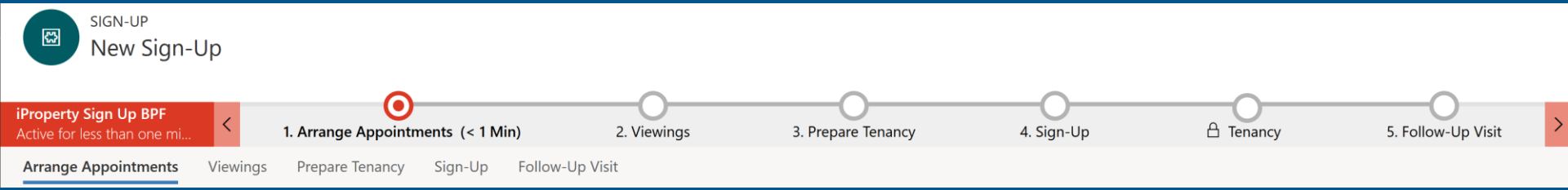
ASB

Evictions

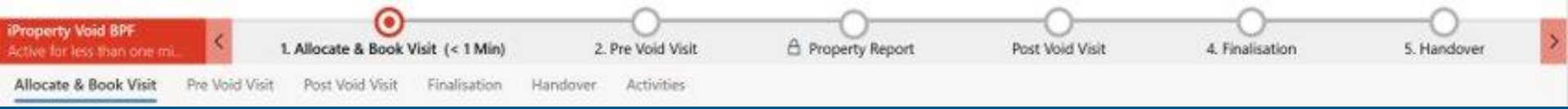
Abandonments

Complaints

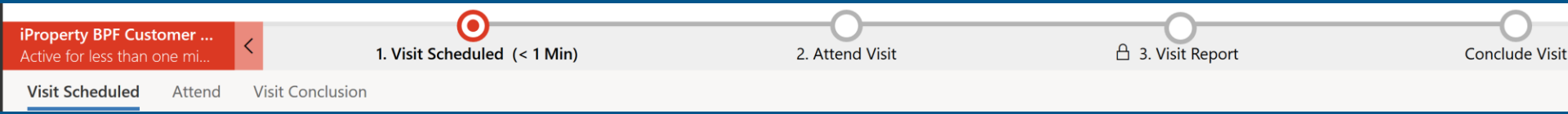
Processes


SIGN-UP
New Sign-Up
iProperty Sign Up BPF
Active for less than one mi...
1. Arrange Appointments (< 1 Min)
2. Viewings
3. Prepare Tenancy
4. Sign-Up
Tenancy
5. Follow-Up Visit
Arrange Appointments
Viewings
Prepare Tenancy
Sign-Up
Follow-Up Visit

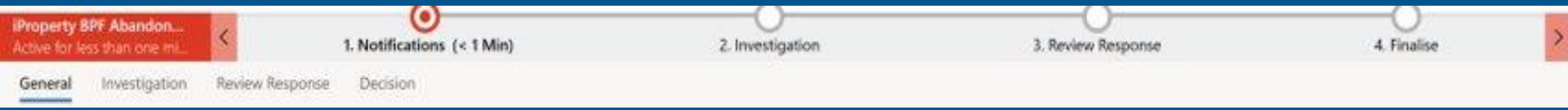
iProperty BPF Complaints
Active for less than one mi...
1. Capture Details (< 1 Min)
2. Investigation/Assigned To
3. Review
4. Official Response
Capture Details
Investigation/Assigned To
Review
Official Response
Appeal
Close

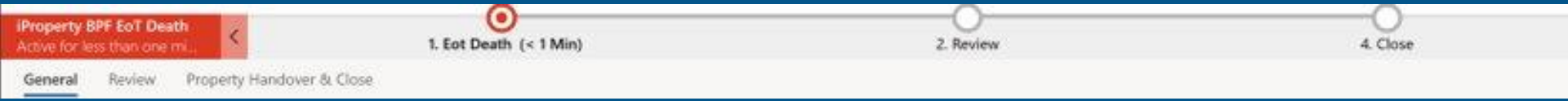

iProperty Void BPF
Active for less than one mi...
1. Allocate & Book Visit (< 1 Min)
2. Pre Void Visit
Property Report
Post Void Visit
4. Finalisation
5. Handover
Allocate & Book Visit
Pre Void Visit
Post Void Visit
Finalisation
Handover
Activities

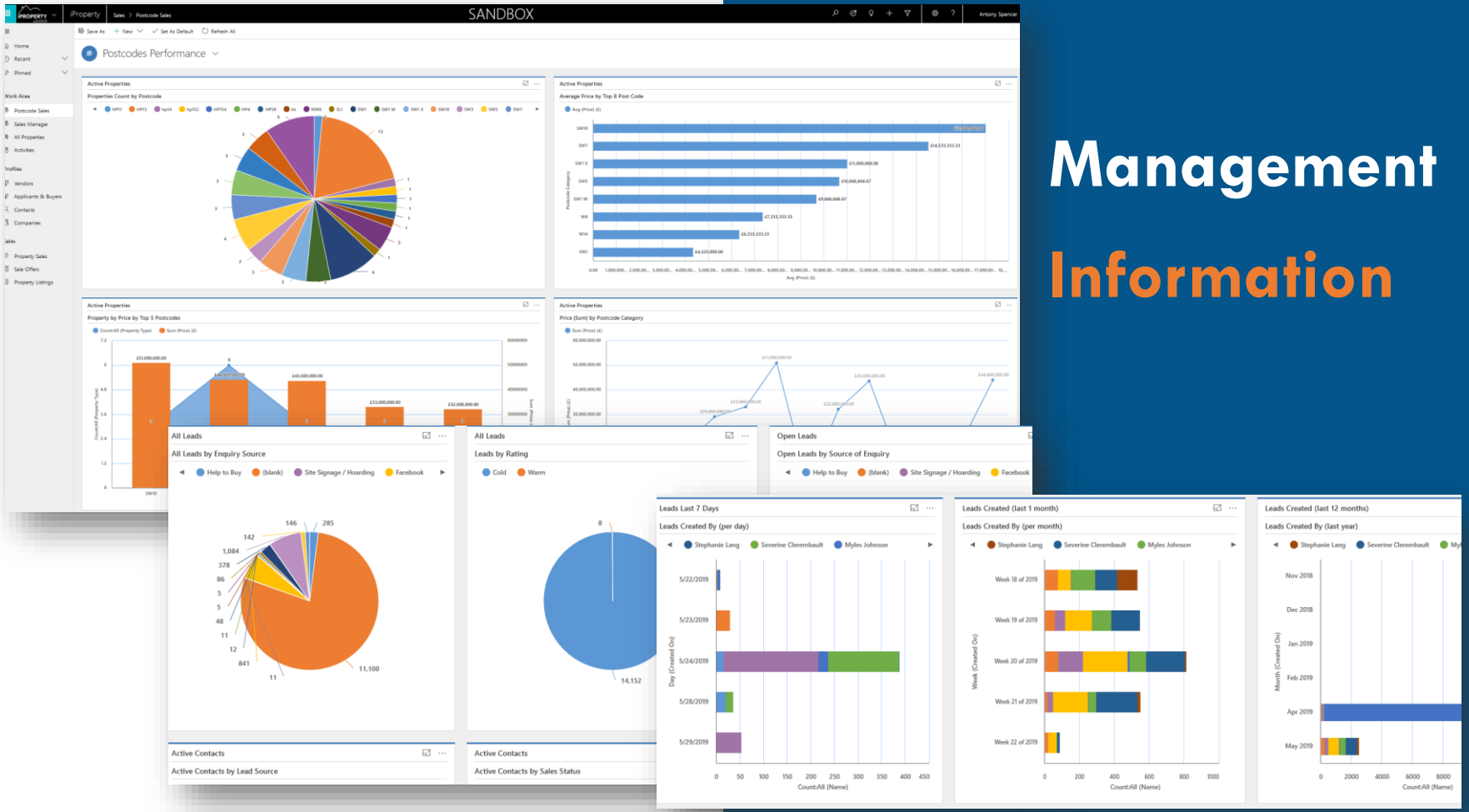
Processes


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

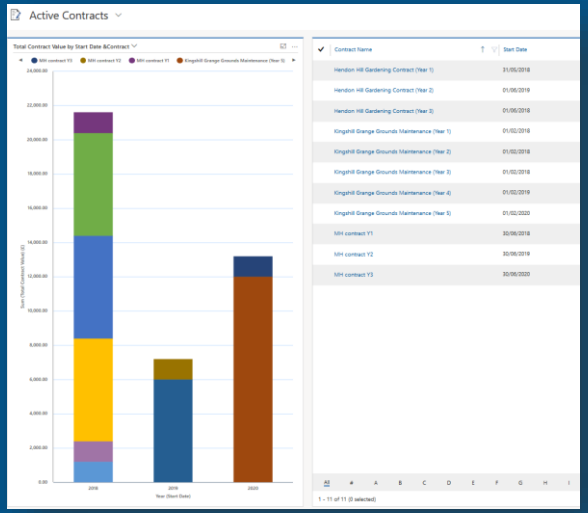

iProperty BPF Abandon...
Active for less than one mi...
1. Notifications (< 1 Min)
2. Investigation
3. Review Response
4. Finalise
General
Investigation
Review Response
Decision

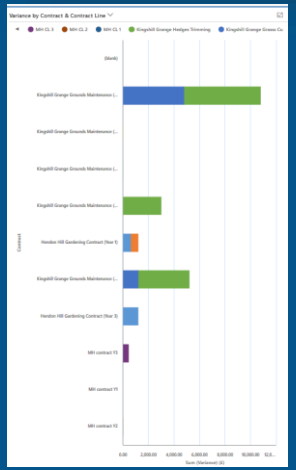

iProperty BPF EoT Death
Active for less than one mi...
1. Eot Death (< 1 Min)
2. Review
4. Close
General
Review
Property Handover & Close

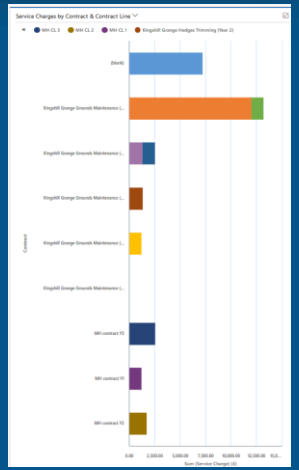


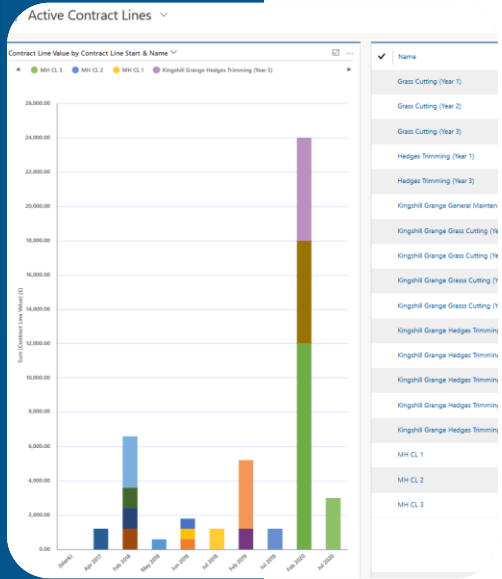
Management Information

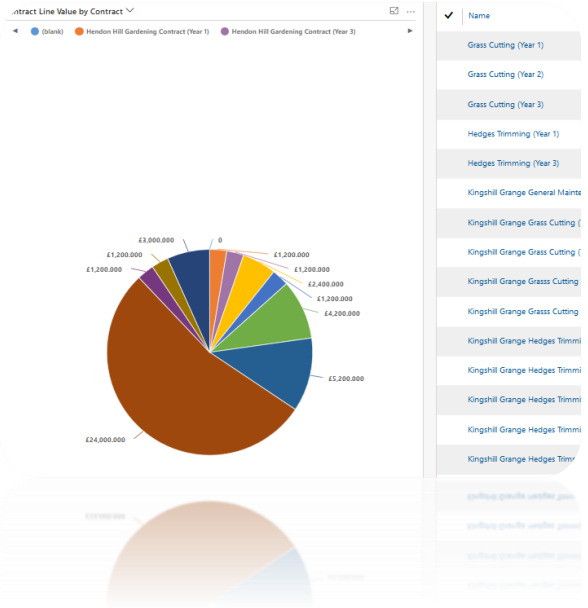
Service Charges Performance

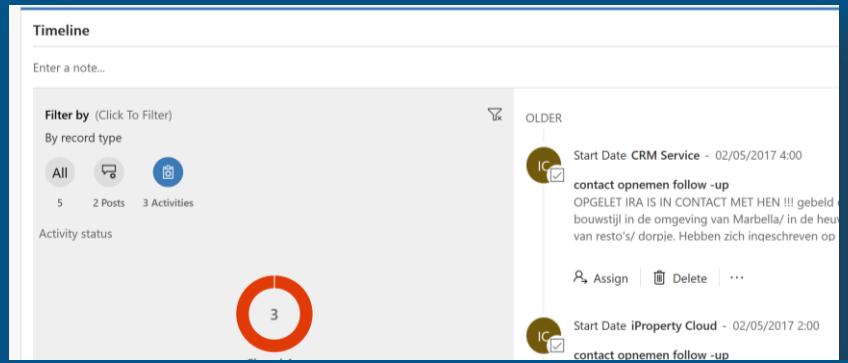




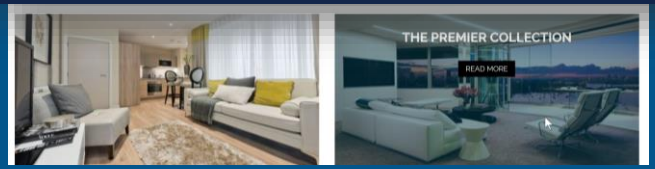




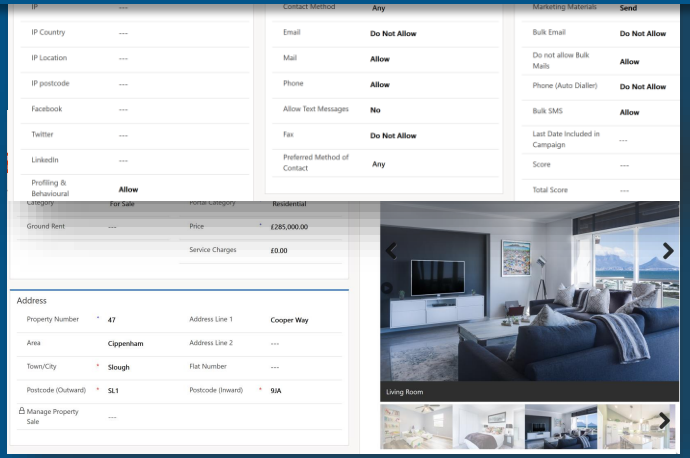




User View

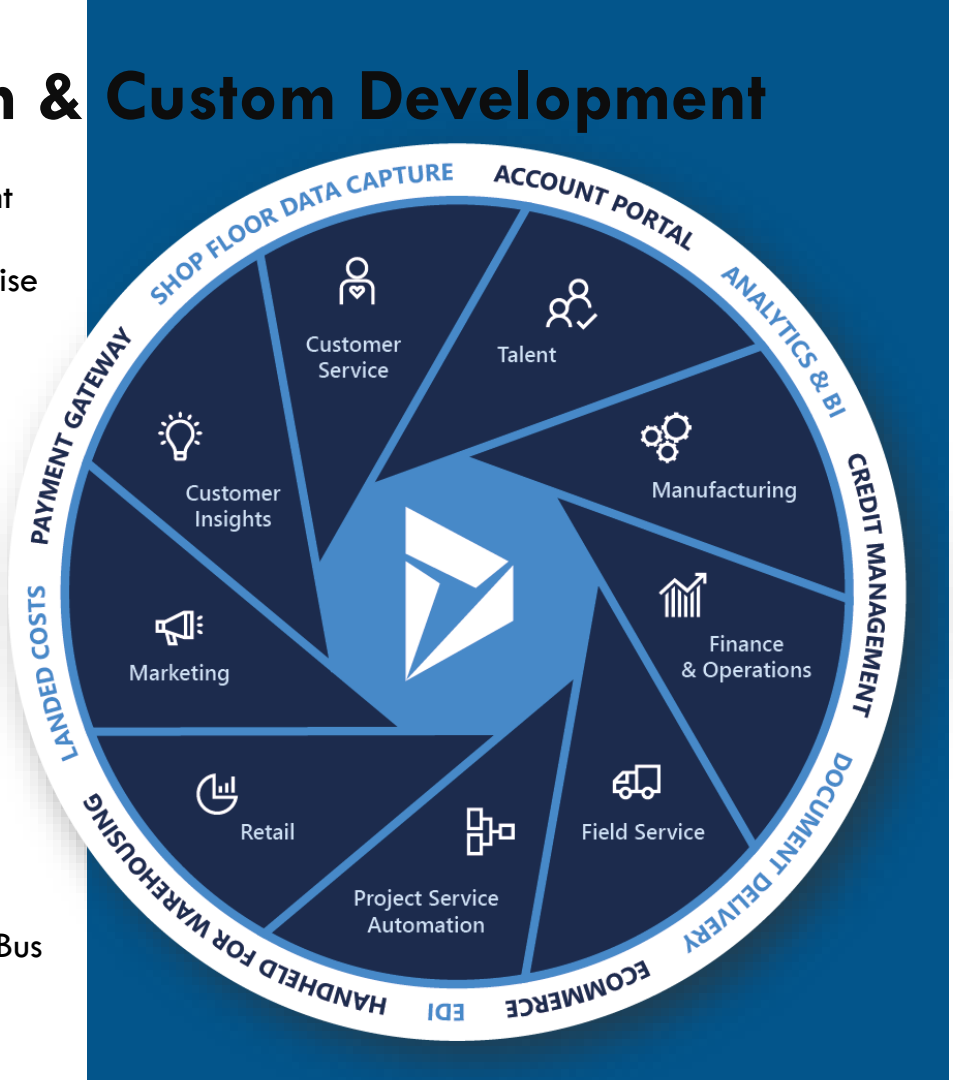


Customer View

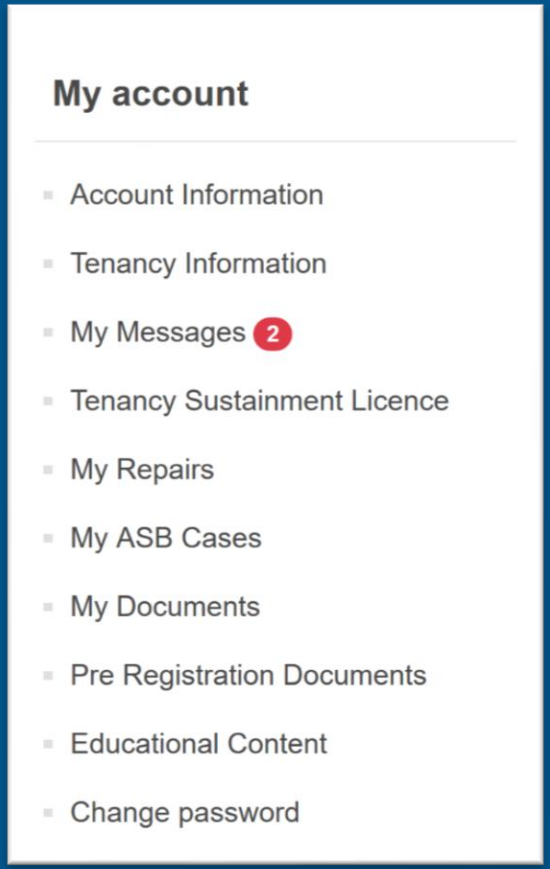


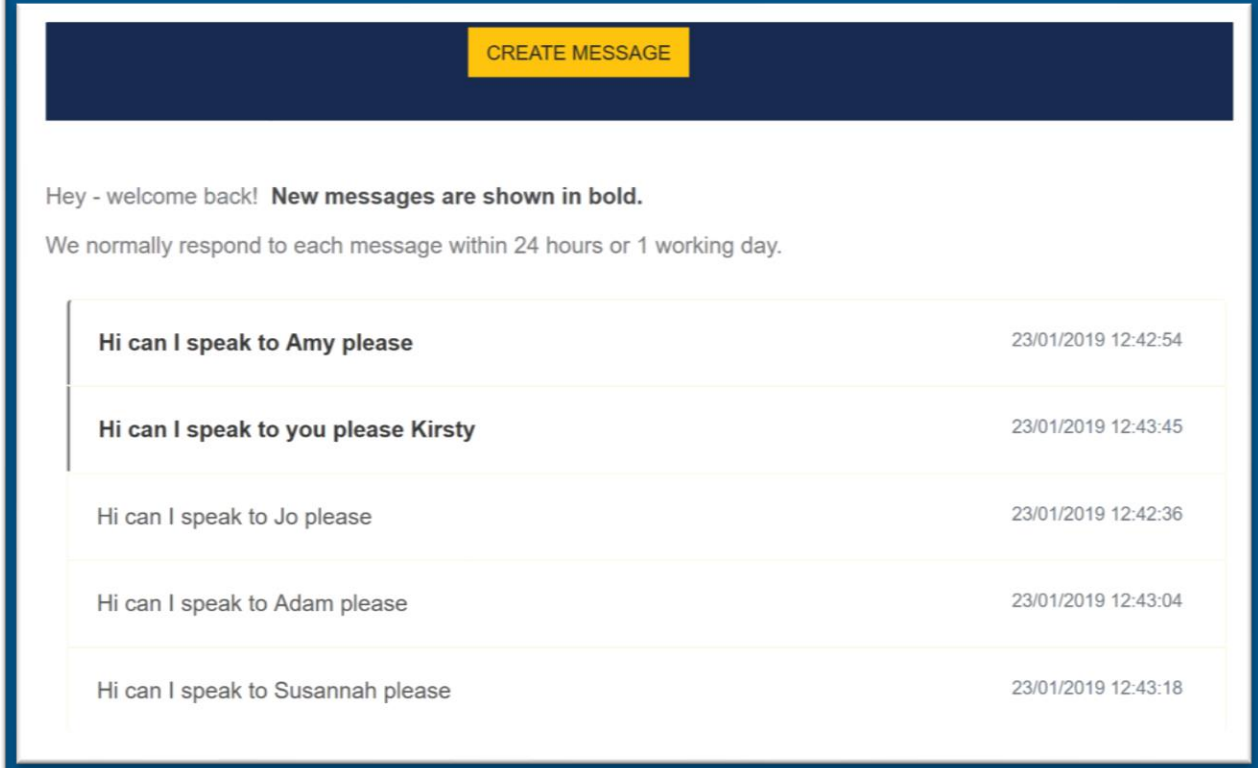
Systems Integration & Custom Development

- 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



Customer Account





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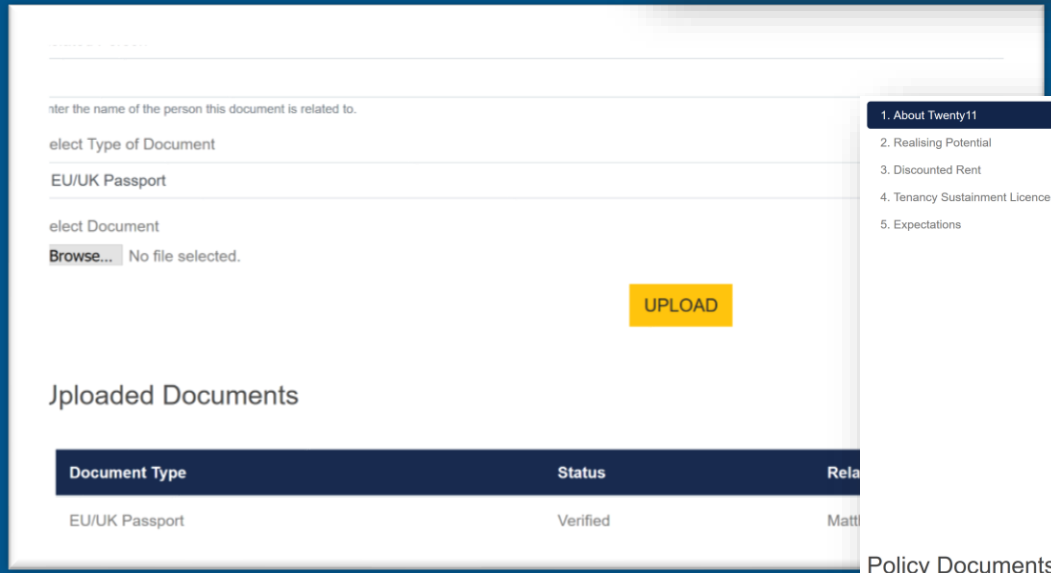

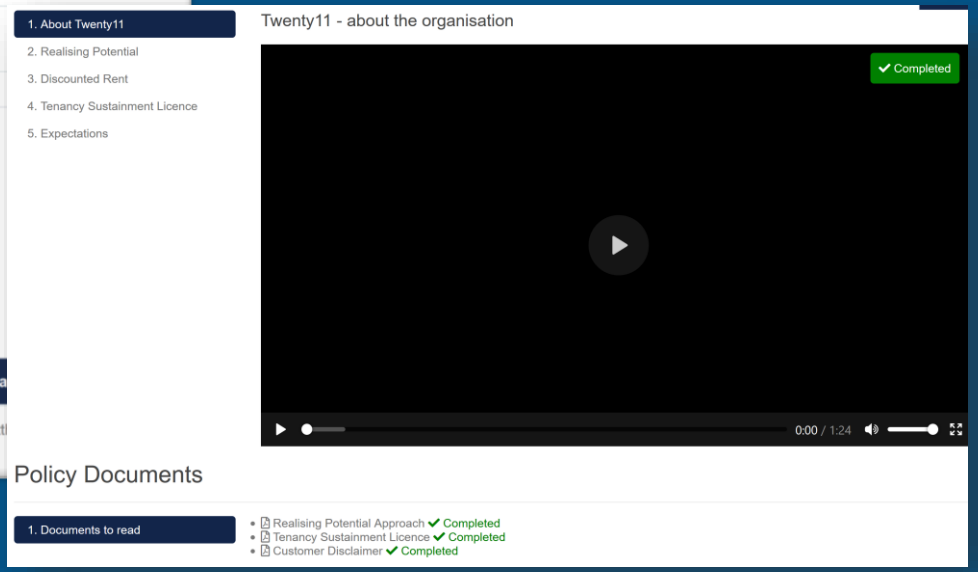

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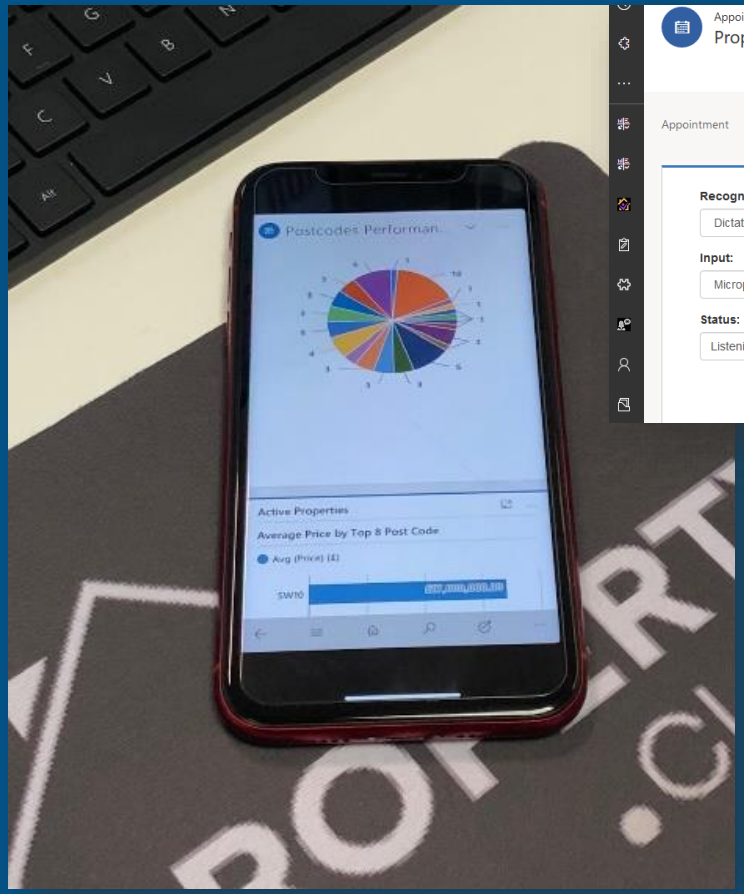
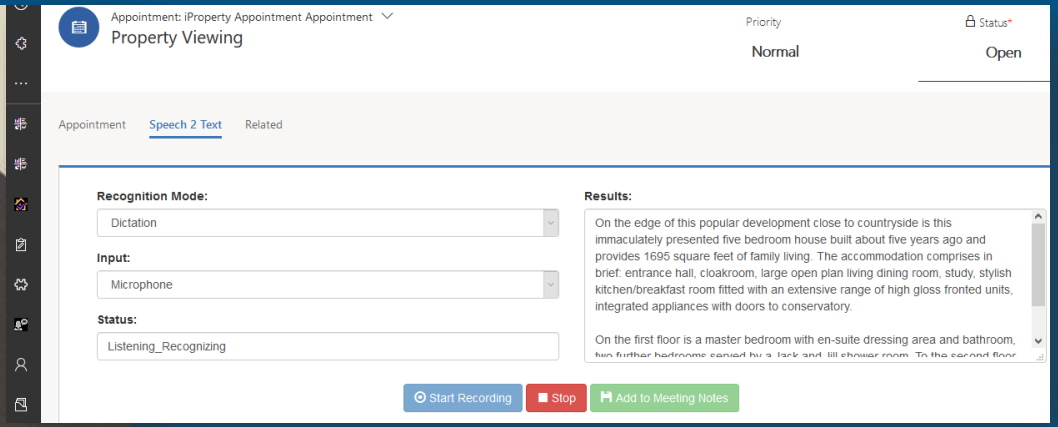
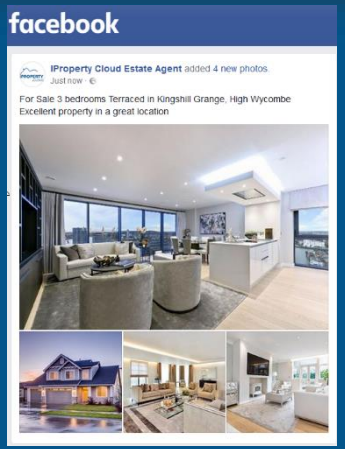
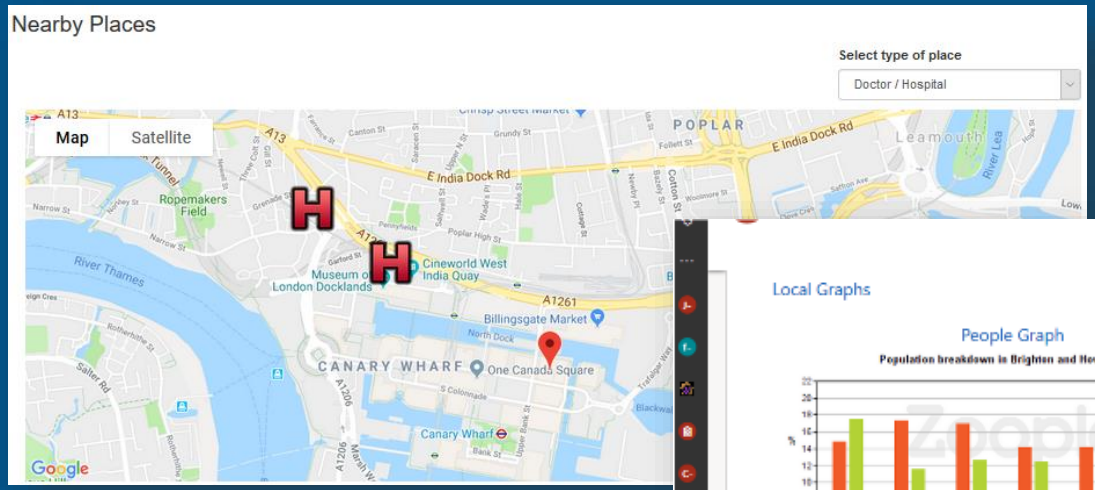
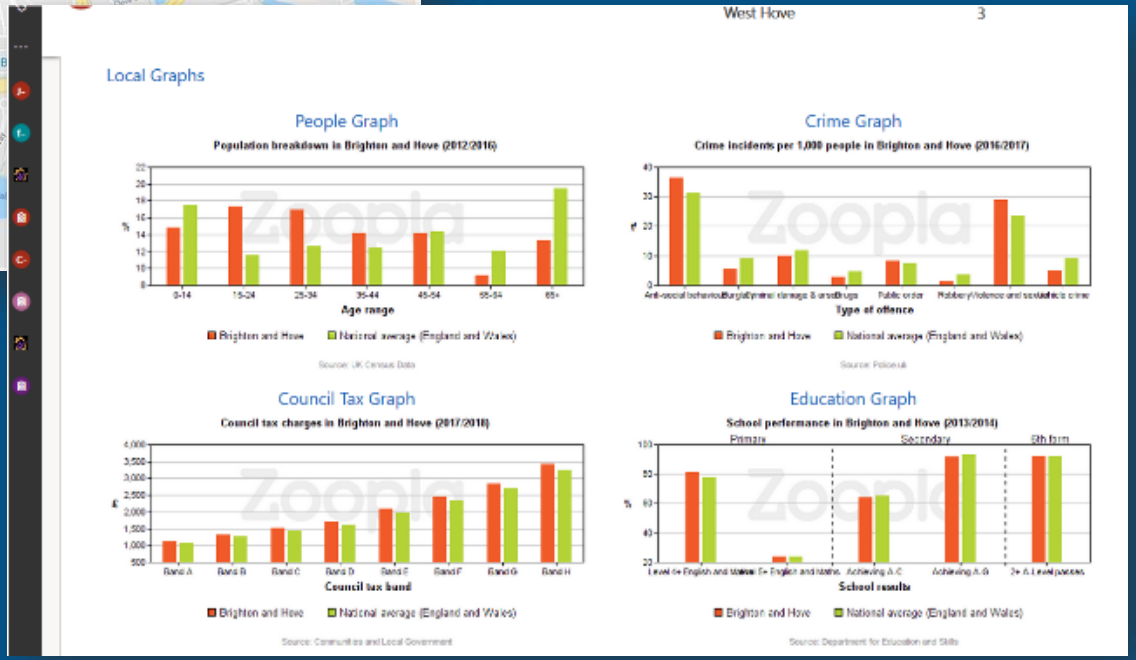




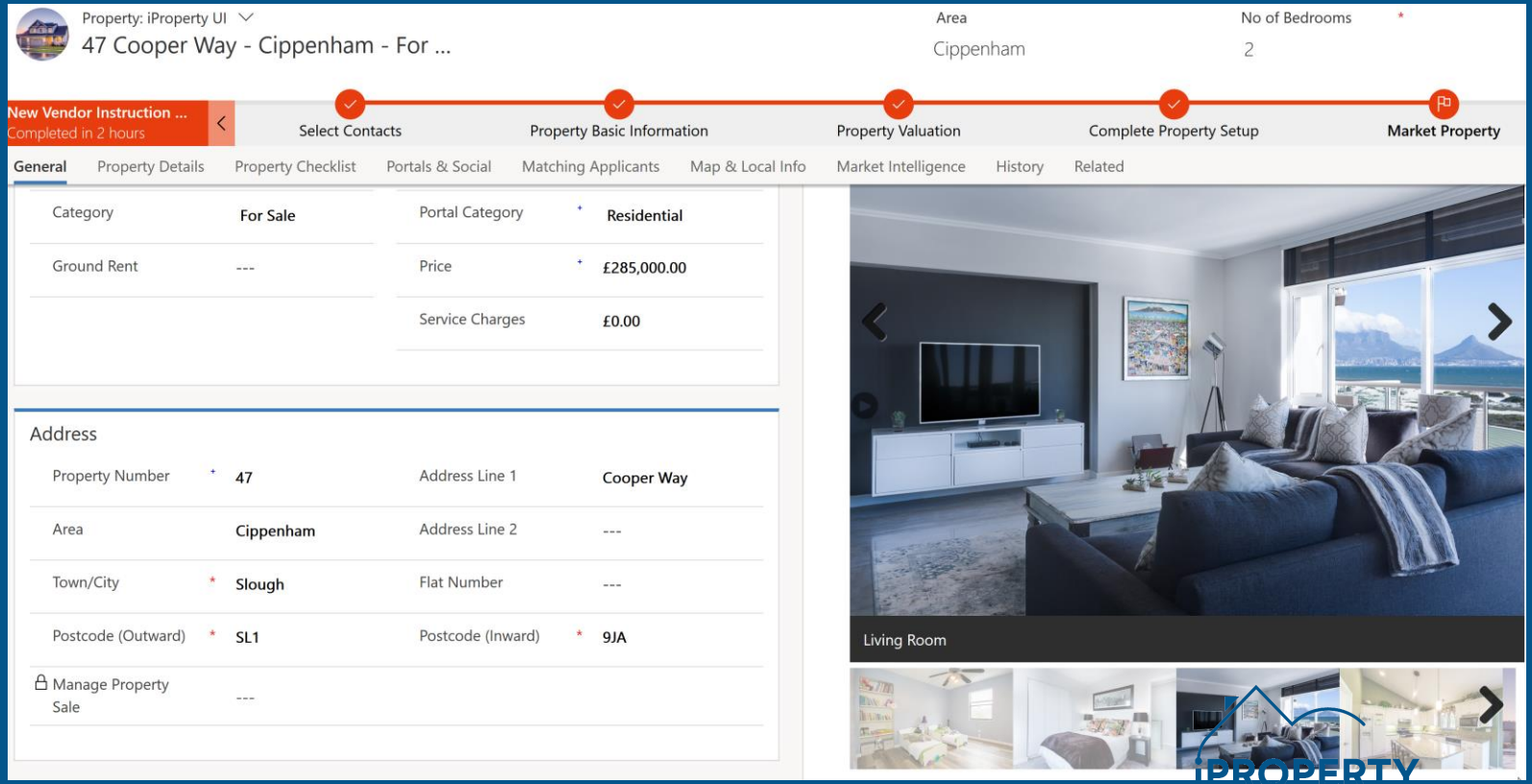


Customer Account





Property Record & Photo gallery



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** (Microsoft AppSource)
7. SharePoint & D365 **Security Replicator**
8. **GDPR Compliance** (Published on Appsource)
9. Multiple **PCF Controls** currently being developed

Single Property Solution on a World-class Cloud Platform

CONTACT

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