



# 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 **multiple continents**



**TechLabs**  
● London

## 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**

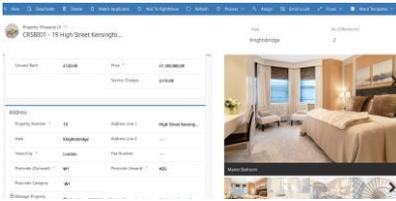
06

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

07

Team behind **1<sup>st</sup> UCI Solution globally** on Microsoft AppSource

## Private Sales



## Private Lettings



## Property Marketing

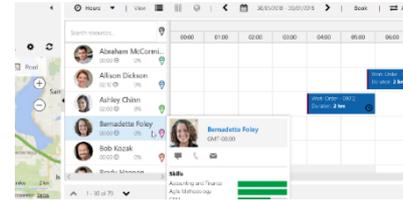
## Service Charges



## Social Housing: 32+ Processes

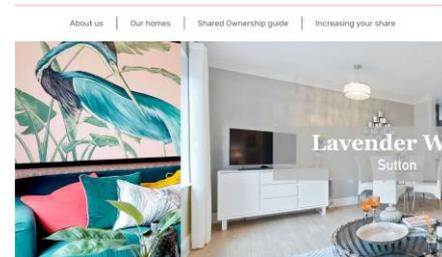
## Shared Ownership

## Repairs



## Property Maintenance

## Customer Portal



Tenancy Management

Sign-ups

Tenancy Start

End of Tenancy

Voids Management

Arrears

Customer Services

Social Housing



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

5. Tenancy

6. 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. Post Void Visit

5. Finalisation

6. Handover

Allocate & Book Visit

Pre Void Visit

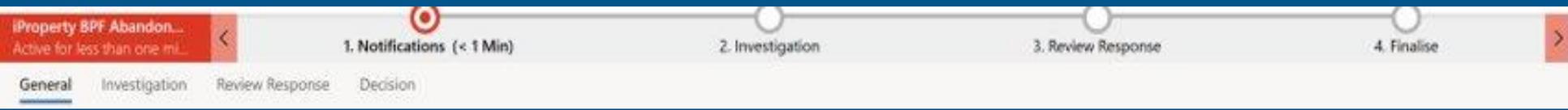
Post Void Visit

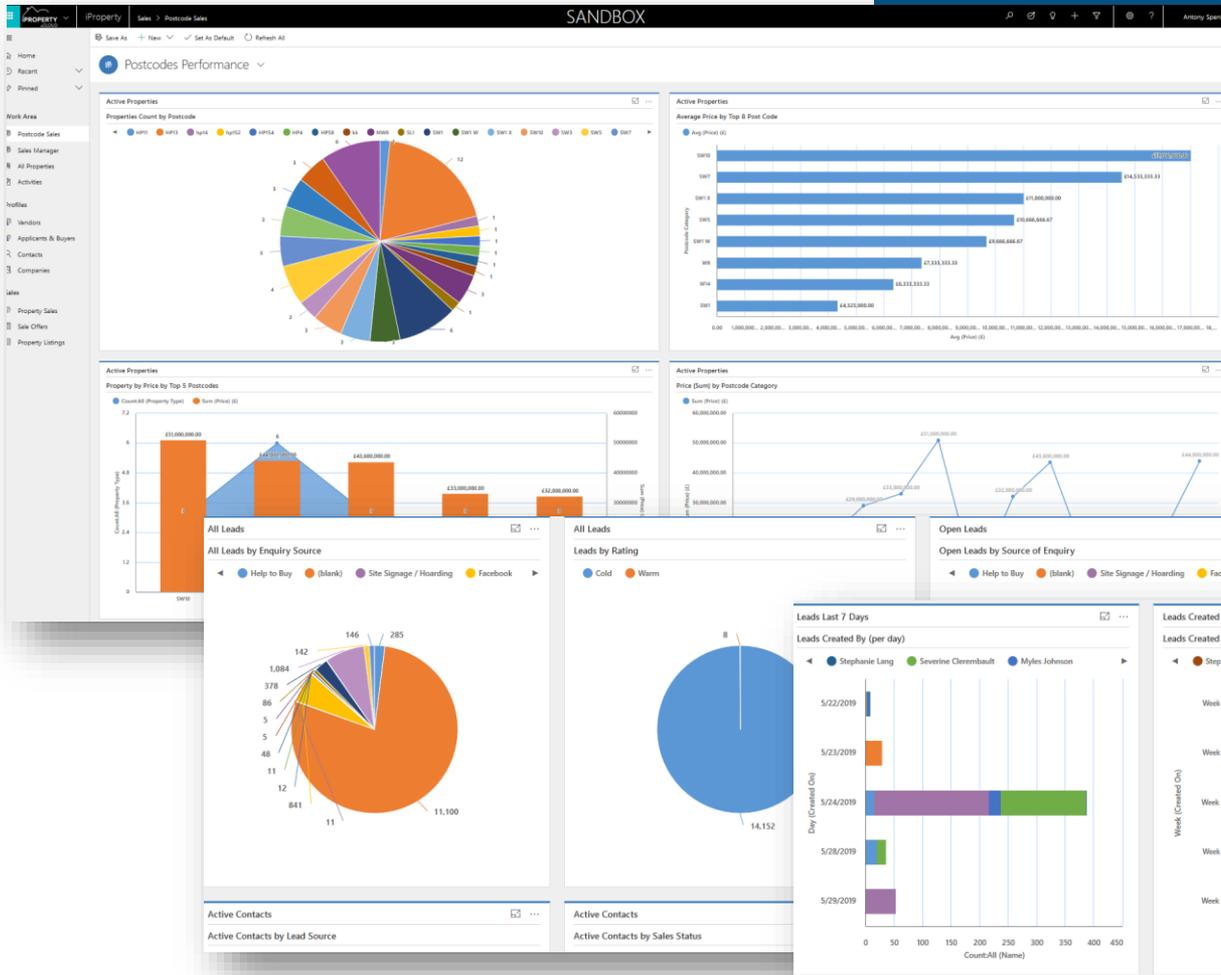
Finalisation

Handover

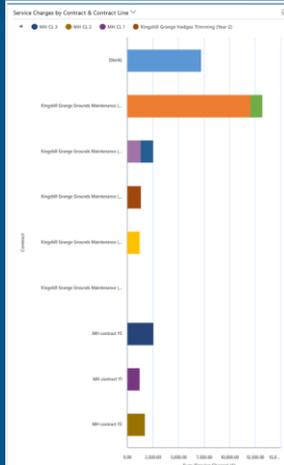
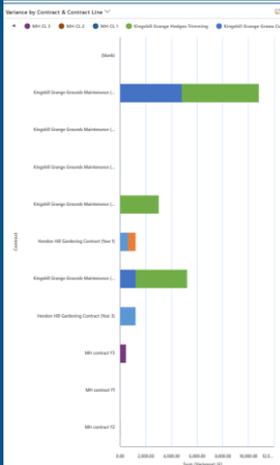
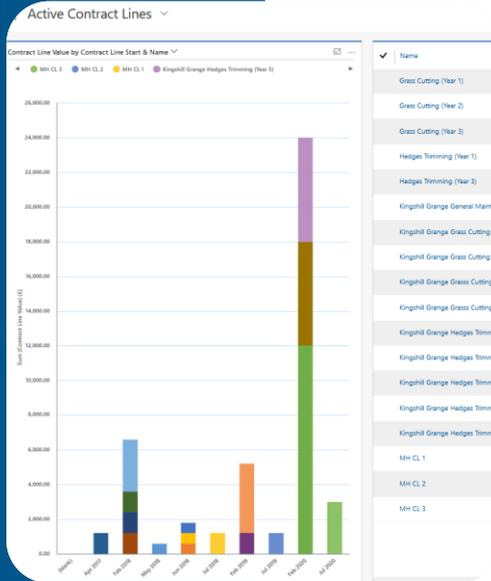
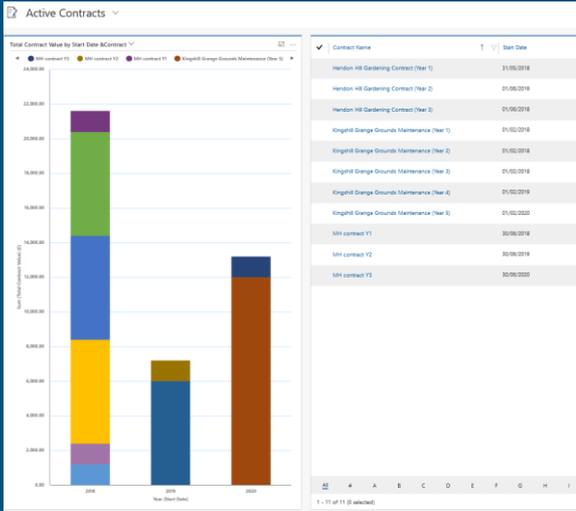
Activities

# Processes

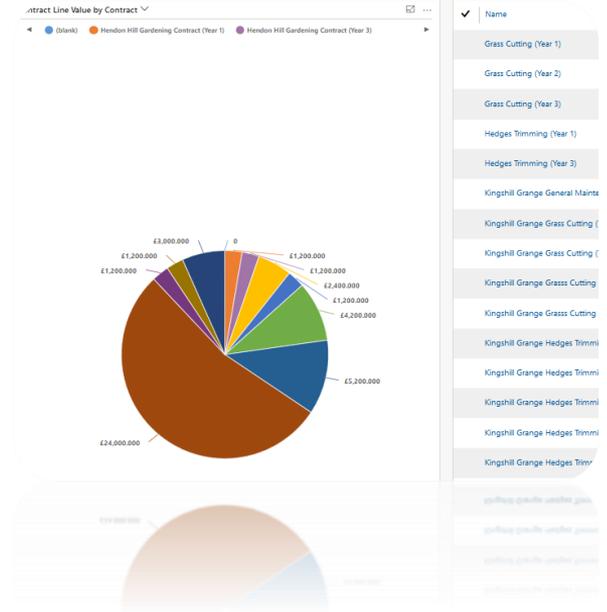




# Management Information



# Service Charges Performance



# Matthew Hedges

**Address:** Windsor Court  
Kingsmead Business Park High  
Wycombe HP11 1JU

**Tenancy Ref:**  
DUMMYFIN0011  
**Tenancy Start:** 18/03/2013  
**Tenancy End:**



Licence Status

125

Negative Points

0

Positive Points

25

Well done you are doing a great job



## Customer View



### Timeline

Enter a note...

Filter by (Click To Filter)

By record type



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  
bouwstijl in de omgeving van Marbella/ in de heel  
van resto's/ dorpie. Hebben zich ingeschreven op

Assign Delete ...



Start Date iProperty Cloud - 02/05/2017 2:00

contact opnemen follow -up

## User View

IP	Contact Method	Marketing Material	Send
IP Country	Email	Bulk Email	Do Not Allow
IP Location	Mail	Do not allow Bulk Mails	Allow
IP postcode	Phone	Phone (Auto Dialer)	Do Not Allow
Facebook	Allow Text Messages	Bulk SMS	Allow
Twitter	Fax	Last Date Included in Campaign	---
LinkedIn	Preferred Method of Contact	Score	---
Profiling & Behavioural		Total Score	---

Category	For Sale	Home Category	Residential
Ground Rent	---	Price	£285,000.00
		Service Charges	£0.00

Address	
Property Number	47
Address Line 1	Cooper Way
Area	Clippesham
Address Line 2	---
Town/City	Slough
Flat Number	---
Postcode (Outward)	SL1
Postcode (Inward)	9A
Manage Property Sale	---

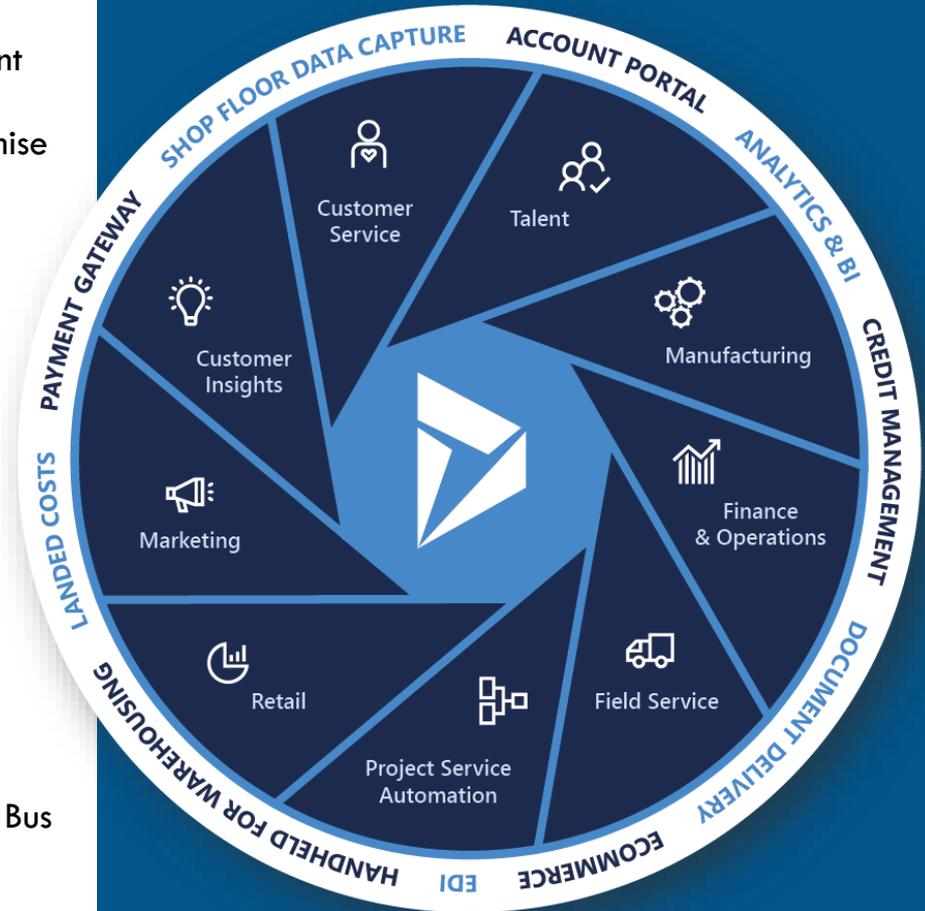


Living Room



# 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

## 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**

23/01/2019 12:42:54

**Hi can I speak to you please Kirsty**

23/01/2019 12:43:45

Hi can I speak to Jo please

23/01/2019 12:42:36

Hi can I speak to Adam please

23/01/2019 12:43:04

Hi can I speak to Susannah please

23/01/2019 12:43:18

# Customer Account

## My Documents

[BACK TO ACCOUNT](#)

Document Name	Uploaded On	Download
Parking Permit.docx	23/10/2018 12:07:16	<a href="#">Download</a>
apartment-bedroom-bookcase-1027509.jpg	15/01/2019 11:06:53	<a href="#">Download</a>

Enter the name of the person this document is related to.

Select Type of Document

EU/UK Passport

Select Document

[Browse...](#) No file selected.

[UPLOAD](#)

## Uploaded Documents

Document Type	Status	Related To
EU/UK Passport	Verified	Matt

## 1. About Twenty11

2. Realising Potential
3. Discounted Rent
4. Tenancy Sustainment Licence
5. Expectations

## Twenty11 - about the organisation

[Completed](#)



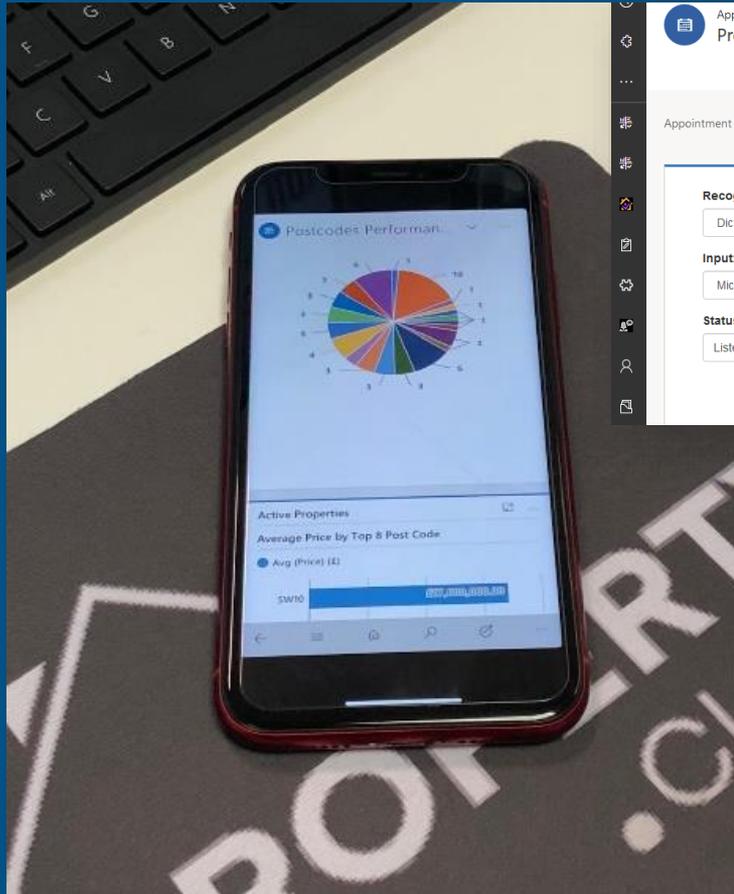
0:00 / 1:24

## Policy Documents

### 1. Documents to read

- [Realising Potential Approach](#) [Completed](#)
- [Tenancy Sustainment Licence](#) [Completed](#)
- [Customer Disclaimer](#) [Completed](#)

# Customer Account



Appointment: iProperty Appointment Appointment ▼  
Property Viewing

Priority Normal Open Status\*

Appointment Speech 2 Text Related

**Recognition Mode:**  
Dictation ▼

**Input:**  
Microphone ▼

**Status:**  
Listening\_Recognizing

**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 earned by a tank and bill shower room. To the second floor

Start Recording Stop Add to Meeting Notes

iProperty Cloud Agency  
@iPropertyAgent Follow ▼

For Sale a spacious 3 bedrooms Terraced overlooking the Thames, Henley, Fantastic property with excellent views and in a great location

4:26 am - 5 Apr 2018

👍 🗨️ 📌

facebook

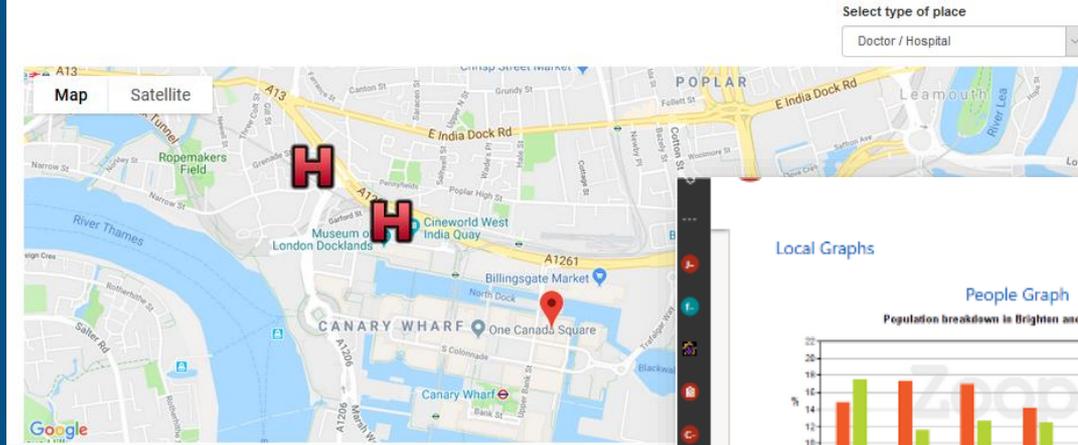
iProperty Cloud Estate Agent added 4 new photos  
just now · 🌐

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

👍 🗨️ 📌

# Customer Account

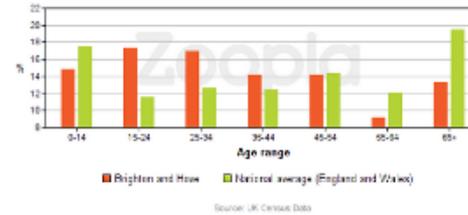
## Nearby Places



## Local Graphs

### People Graph

Population breakdown in Brighton and Hove (2012/2016)

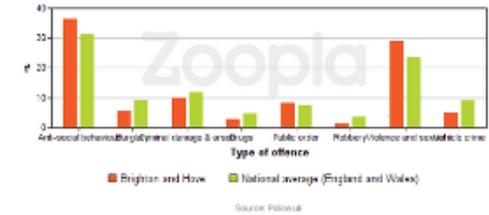


West Hove

3

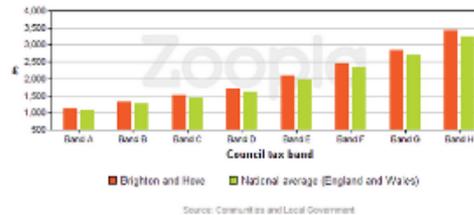
### Crime Graph

Crime Incidents per 1,000 people in Brighton and Hove (2016/2017)



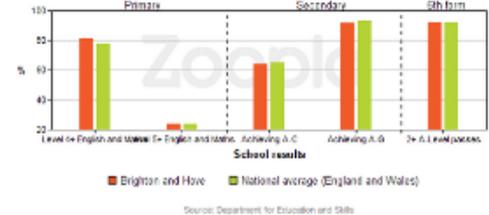
### Council Tax Graph

Council tax charges in Brighton and Hove (2017/2018)



### Education Graph

School performance in Brighton and Hove (2013/2014)



# Property Record & Photo gallery

Property: iProperty UI ▼ Area: Cippenham No of Bedrooms: 2

47 Cooper Way - Cippenham - For ...

**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

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	Cippenham	Address Line 2	---
Town/City	Slough	Flat Number	---
Postcode (Outward)	SL1	Postcode (Inward)	9JA

🏠 Manage Property Sale ---



Living Room



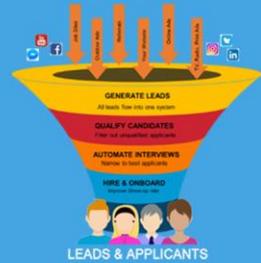
# Dynamics 365 & Power Platform Add-ons

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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Solutions Director

01



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[Mostafa](http://uk.linkedin.com/in/mohamed-i-Mostafa)