



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**

Senior Business Consultant Profile:

Matthew Hedges

Change expert with strong technology background



- **Career:**

- Customer Service & Contact Centre background - B2B & B2C
- **12+ years experience** as Senior Manager focusing on:

Technology / Change / Business Insight

- **Achievements:**

- Delivered the **first flagship complex deployment of Microsoft Dynamics Field Services for Repairs** within a large UK Housing Association with 6000+ units and properties
- Led major **Change Programmes** covering people, process and technology including reducing rent arrears by over 30% in 12 months



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

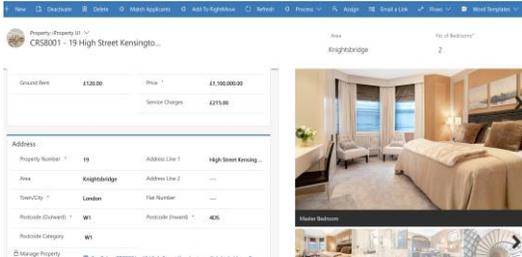
06

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

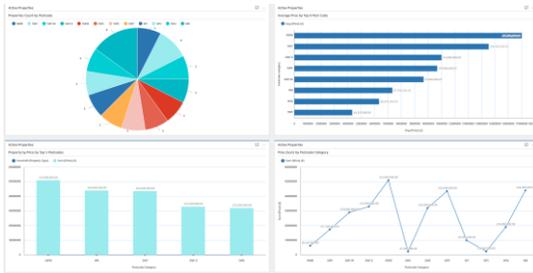
07

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

Private Sales



Private Lettings



Property Marketing

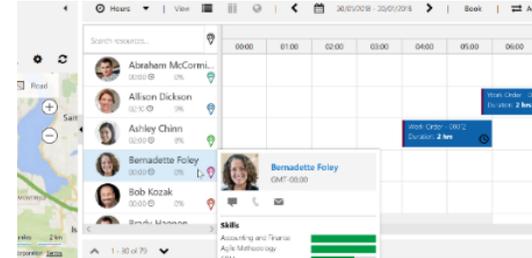
Service Charges



Social Housing: 32+ Processes

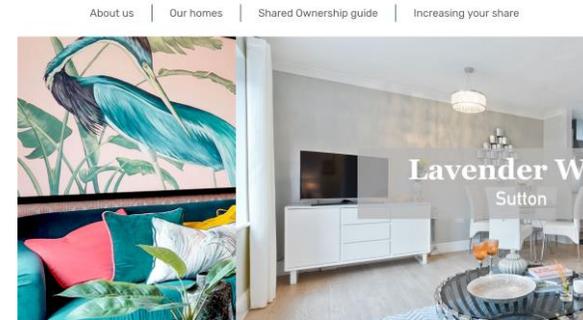
Shared Ownership

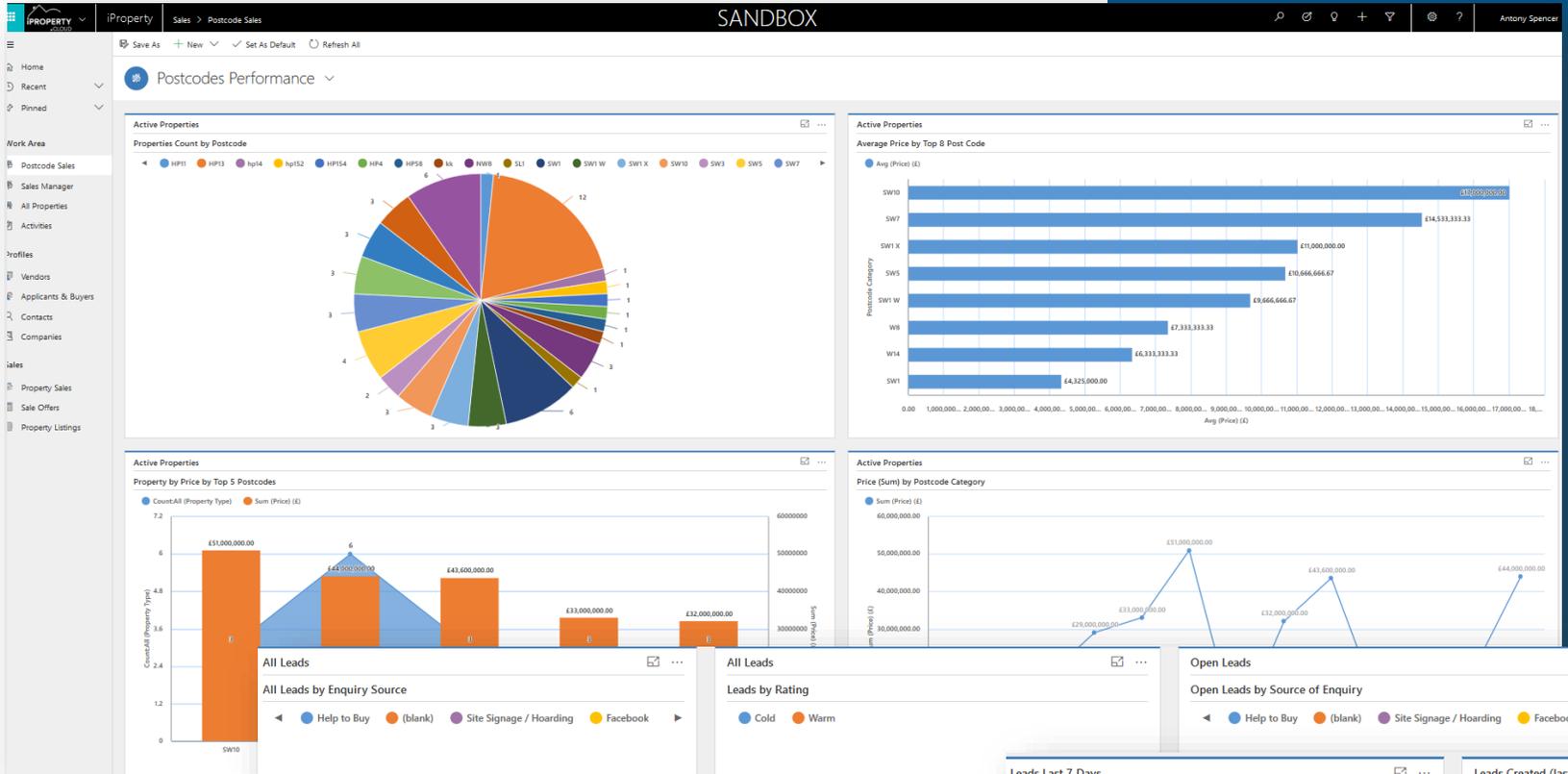
Repairs



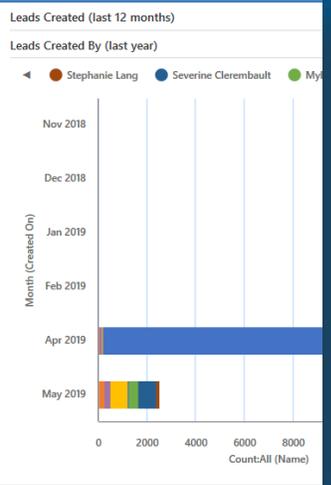
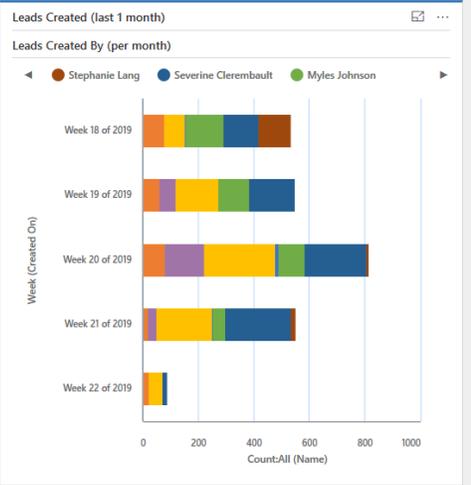
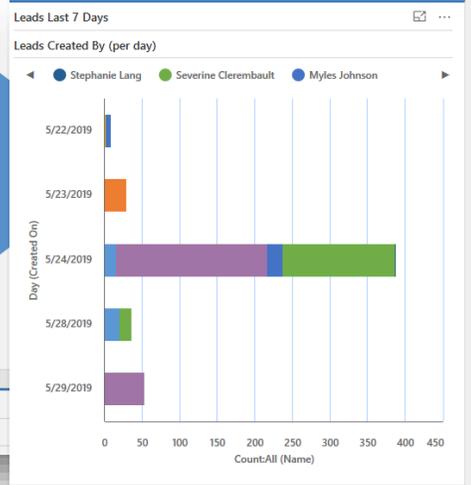
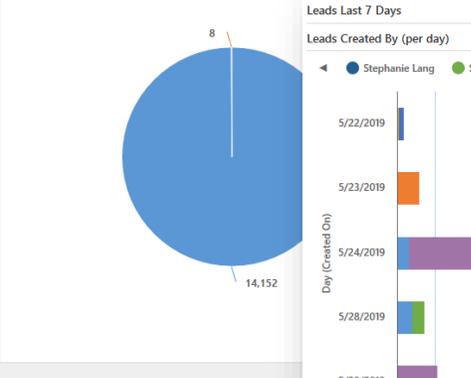
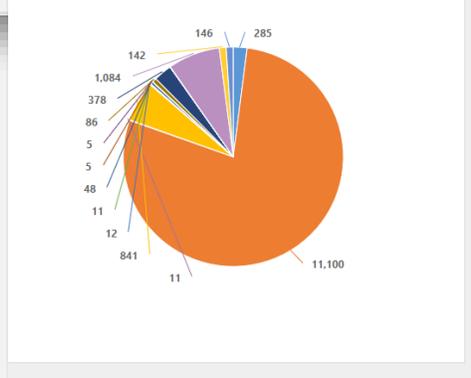
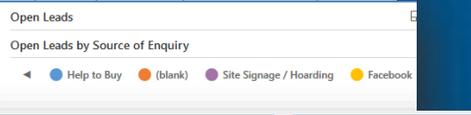
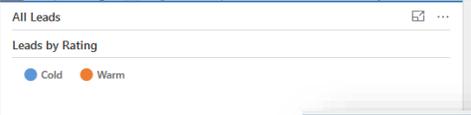
Property Maintenance

Customer Portal





Management Information



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

All

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 heu
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 Materials
IP Country	Email	Bulk Email
IP Location	Mail	Do not allow Bulk Mails
IP postcode	Phone	Phone (Auto Dialler)
Facebook	Allow Text Messages	Bulk SMS
Twitter	Fax	Last Date included in Campaign
Linkedin	Preferred Method of Contact	Score
Profiling & Behavioural		Total Score

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

Address	Property Number	Address Line 1
Area	47	Cooper Way
Town/City	Clippenham	---
Postcode (Outward)	SL1	Flat Number
Postcode (Inward)	9JA	---

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	Download
apartment-bedroom-bookcase-1027509.jpg	15/01/2019 11:06:53	Download

Related Person

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 Person
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](#)



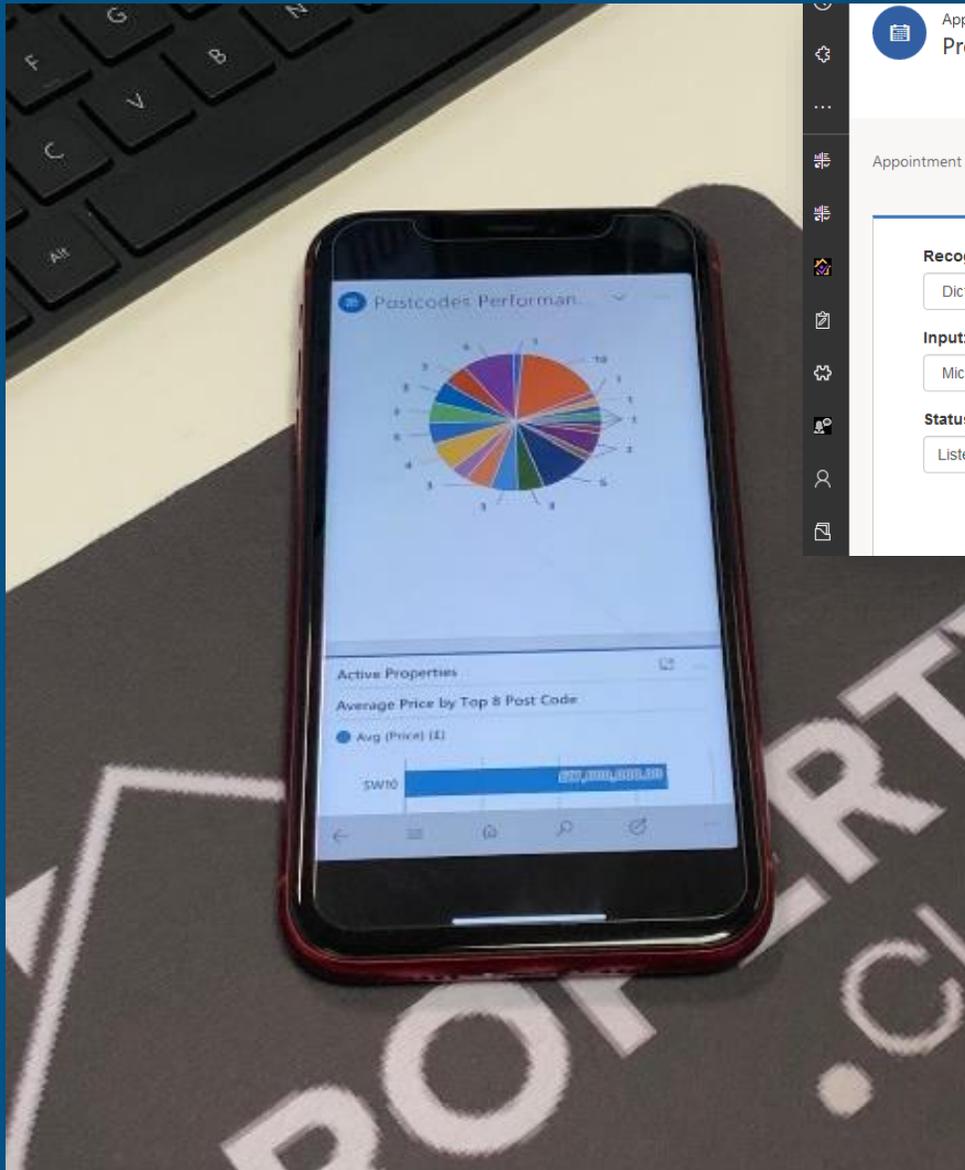
0:00 / 1:24

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 Status* Open
Normal

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 served by a lark and lill shower room. To the second floor

Start Recording Stop Add to Meeting Notes

iProperty Cloud Agency
@iPropertyCloudAgent 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

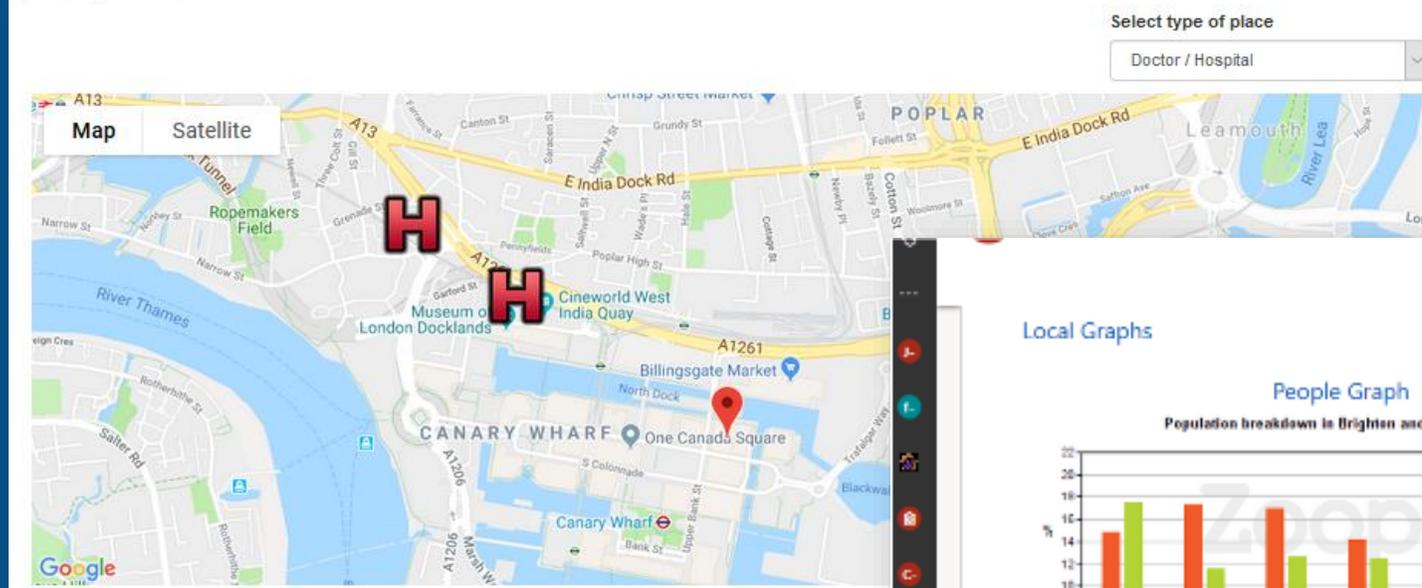
facebook

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

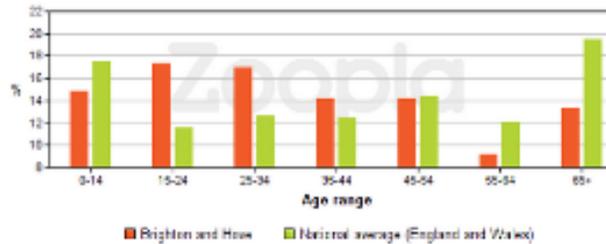


West Hove 3

Local Graphs

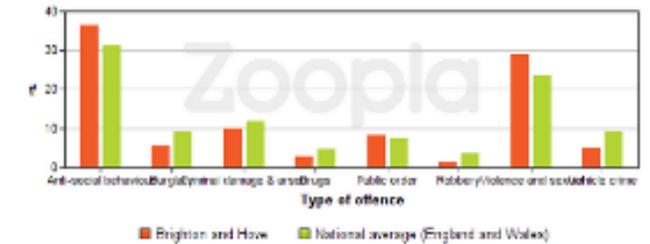
People Graph

Population breakdown in Brighton and Hove (2012/2016)



Crime Graph

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



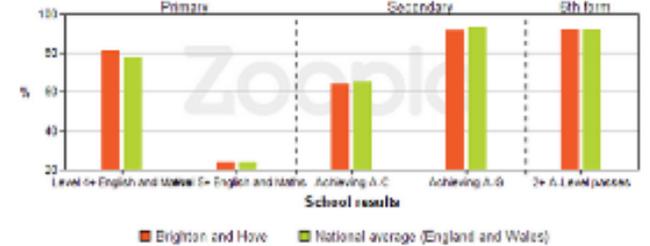
Council Tax Graph

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



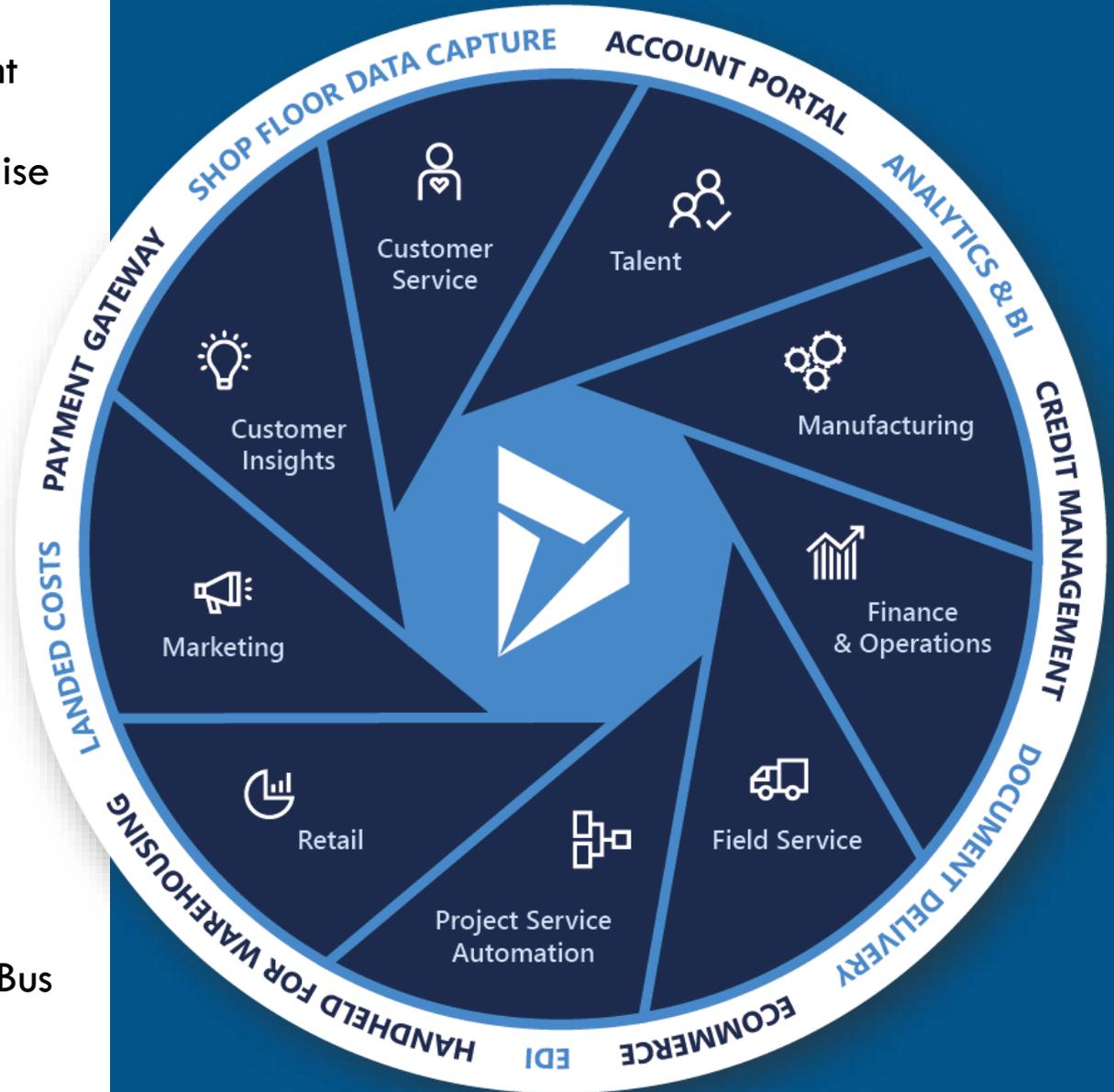
Education Graph

School performance in Brighton and Hove (2013/2014)

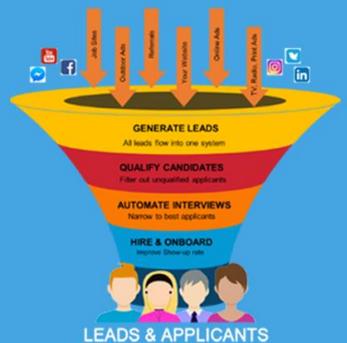


Systems Integration & Custom Development

- 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



Single Property Solution on a World-class Cloud Platform



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



CONTACT



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01



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uk.linkedin.com/in/mohamed-i-Mostafa