

# Case Study **Community Portal Solution**



## **Customer Location**

*Dubai, UAE*

## **Industry**

*Real Estate*

## **Client Overview**

*Our Client is the pioneering real estate developer providing complete property solutions from residential, commercial and hotel through its subsidiaries company.*

## **Platforms**

*Microsoft SharePoint*

## **Solution**

*Community Portal Solution*

## **Challenges**

Our Client is the pioneering real estate developer providing complete property solutions from residential, commercial and hotel through its subsidiaries company. Our Client have a mixed-use community consisting of residential, commercial and hotel blocks with 8,500 resident offerings them 3,440 residential units ranging from studios and one-to four-bedroom apartments and luxury villas. They want to give a solution which provide internet based bill payment, booking of community hall and other services to their residents.

In their existing system resident have to visit the community office for any services they required. They are using a traditional system for leasing, accounting and facilities services managing this process was an onerous, costly and time-consuming activity. They want to replace it with centralised web-based solution which provide instant access from anywhere anytime.

Their challenges were to create a web-based residential solution which include community portal solutions, Unified Billing System, Announcements and Advertisements, Service and facility request and all other value added services.

## **Solution**

Octaware community portal solution provides with property lead-to-lease process, documents management, accounting, vendor management, facilities and services request management. Octaware CPS automate functions, eliminate paper trails and excessive administrative tasks by reducing manual processing steps and keeping everyone connected.

CPS provide a streamline and automates account payable process and allow the residents to make convenient payment online from anywhere anytime.

As the client want to digitize and channelize all the documents Octaware's CPS captures comprehensive and accurate data at every step and database driven workflow eliminates misrouted document, providing a better security, reliability and document control. Alerts the employee and managers on action requiring their attention via email attention process.

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## About OCTAWARE

### Technologies

Octaware Technologies, a SEI-CMMI Level 3, ISO 9001:2008 & IEC 27001:20013 certified company, is highly experienced software development, enterprise solution and consulting firm with its offices in India, and presence in USA, Singapore, UAE, Qatar, Saudi Arabia, Nigeria and Zimbabwe.

Octaware was founded as information technology company specializing in Microsoft technologies stack, focusing on Healthcare, Finance and e-Government sectors. Since then, company has grown into a multifaceted business that offers a diverse line of services and solutions for clients ranging from small businesses to large Fortune 500 corporations.

Depending on the ever-changing requirements, we come up with the essential and up-to-date tools and skills to enhance the clients' confidence in us. Octaware - we believe it as an expression of our creative, innovative and ground-breaking ideas and experiences.

**Contact us now to know more**

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CPS provide a comprehensive vendor management system where managers can easily track vendors, add new suppliers, create and track purchase orders with simplified approvals workflow and manage all the processing from within simplified interface.

CPS provide an integrated maintenance requests where residents can submit and track the status of maintenance requests online and receive automatic notifications.

CPS is a fully integrated with the core financial system streamlines the expense processing function, eliminates the cost and errors related with duplicates entries and provide faster cycle times for all sort of payments.

Portal provide an announcement space where residents get the details about upcoming services, changes in schedule or community events. Also provide an advertising space for available properties which can be used by the vendors and services providers for promotions.

## Benefits of Community Portal Solution

### ➤ Automated Leasing and Resident Management

- **Move In / Move Out** - Simplify all the physical and financial steps to quickly help move a resident in or out.
- **Bill and Collect Rent** - Create resident invoices, record rent payments, add rentable items, calculate a final move-out, or automatically assess late fees.

### ➤ Improved Speed with Facility Management - Faster response times, greater accuracy, and improved resident satisfaction

### ➤ Integrated Maintenance Requests - Residents can submit and track the status of maintenance requests online and receive automatic notifications. Fast response to maintenance requests, Fewer equipment breakdowns with preventative maintenance scheduling

### ➤ Simplify Vendor Management - Simplifies vendor management including on boarding, compliance and ongoing data maintenance.

### ➤ Integrated Finance management –

- **Online Payment Portal** - Provides a secure environment for residents to check their account balance and pay rent online. Allow residents to review renewal offers. Streamline rent collection, cut operational costs, and reduce processing errors.