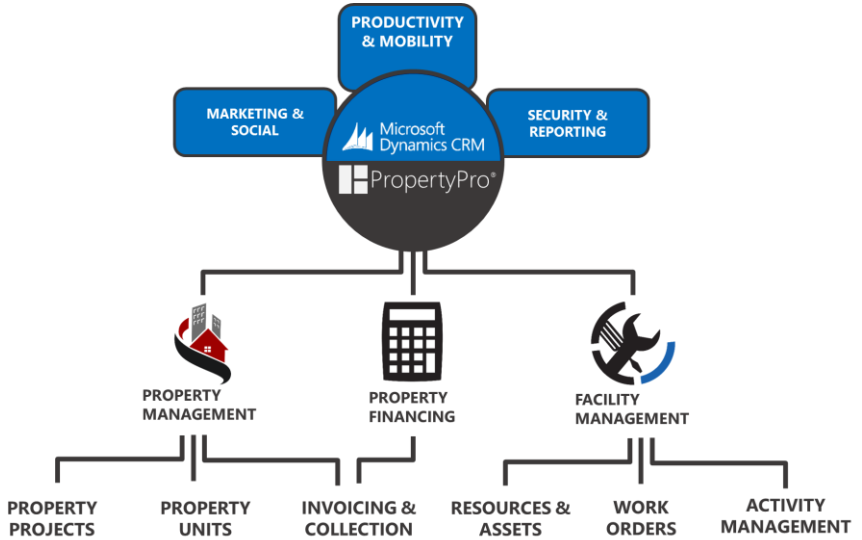




Profile . Manage . Envision

From our many deployments with different markets experience, we learned that there are always common tasks that every real estate business needs. We focused on these business needs to make them the main pillars designing PropertyPro® 2019.

- **Profile:** Building your Portfolio in a dynamic, expandable and easy-to-manage architecture is your corner stone to smooth operations.
- **Manage:** Your operations from marketing, selling and servicing your real estate projects. Including, renting, leasing or financing units and comprehensive facility management where you can manage your own facility teams or even sub-contractors.
- **Envision:** How can you have a full vision of your success factors in a snap view. In PropertyPro® 2019, we reintroduce one of our best innovations GIO-KPI™ Technology which is together with the built-in interactive dashboards can give you an executive level snapshot of your complete portfolio.



PropertyPro® By BlueLink is a Property Management Solution that works on top of Microsoft Dynamics CRM and has been certified by Microsoft® for compatibility and continuity

Managing Complex Portfolios has never been Easier!

The first step in properly manage a real estate portfolio, is the ability to profile it a proper way. PropertyPro® gives you the power to easily profile even the most complex real estate portfolios with:

- Unlimited Portfolios.
- Unlimited Projects.
- Unlimited Unit Types.
- & Unlimited Unit Specifications.

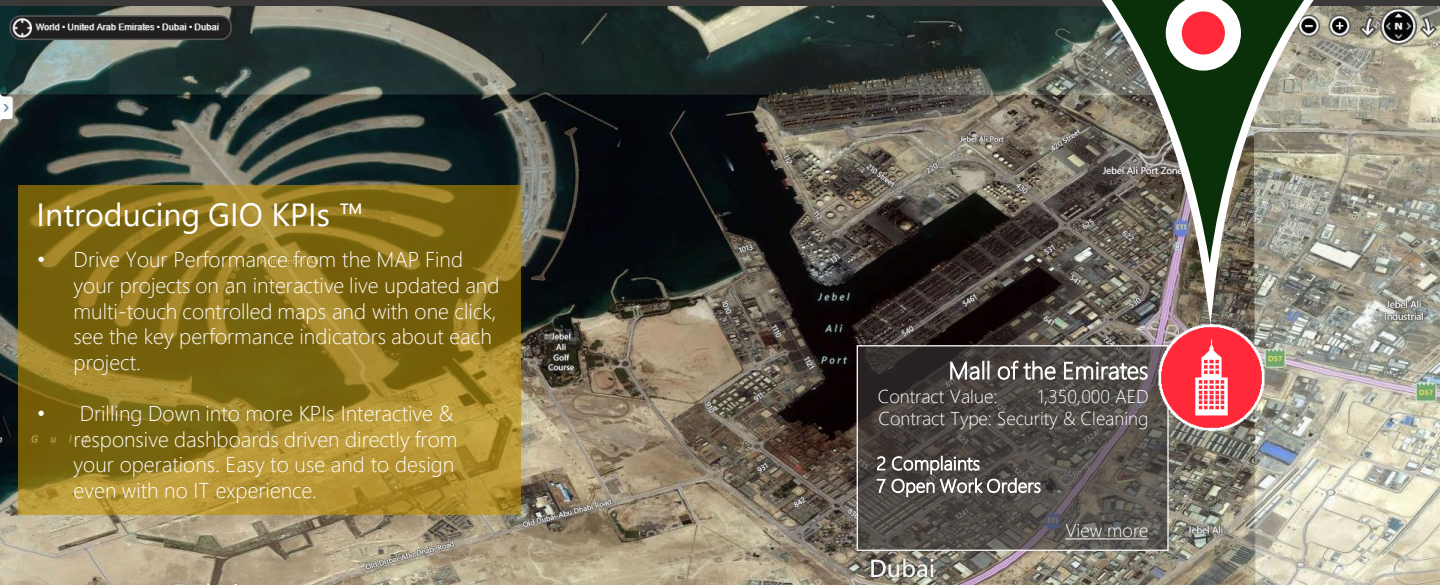


What's better than seeing a full snapshot of your performance in one dashboard? ...

How about having performance snapshot on a Map?

Introducing GIO KPIs™

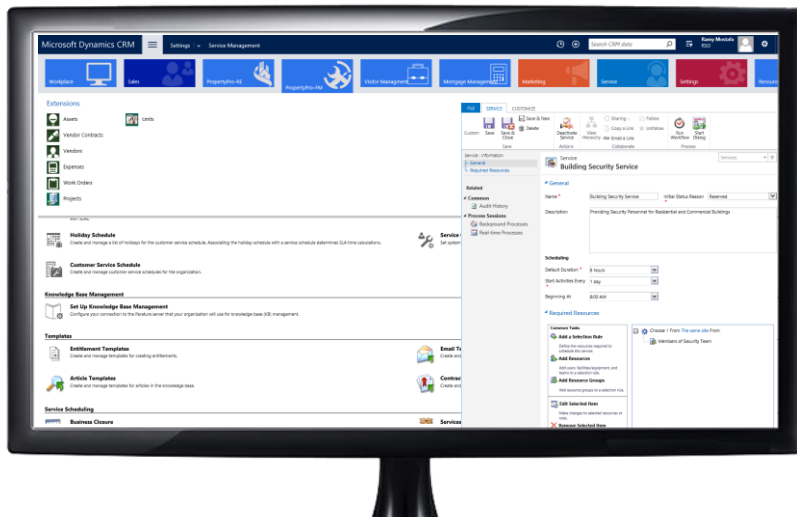
- Drive Your Performance from the MAP Find your projects on an interactive live updated and multi-touch controlled maps and with one click, see the key performance indicators about each project.
- Drilling Down into more KPIs Interactive & responsive dashboards driven directly from your operations. Easy to use and to design even with no IT experience.



Mall of the Emirates
 Contract Value: 1,350,000 AED
 Contract Type: Security & Cleaning

2 Complaints
7 Open Work Orders

[View more](#)



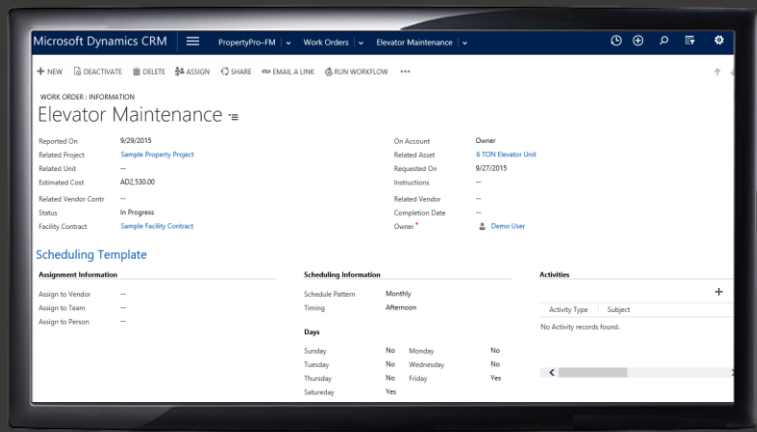
Flexible Service Configuration

Leverage the flexibility of configuration settings to profile any service that you want to offer to your customers:

- Profile Timing & Shifts
- Profile teams of resources and supervision personnel
- Define multiple sites along with associated teams
- Define SLA and escalation procedures on service failures

Efficient delivery of work orders to contractors out in the field

Your employees no longer need to return to the office to collect new work, or check in by phone with your management team to see 'What's next?'. A work order management system like ours also allows your service agents to visualize their work order on multi-resource calendar eliminating the chance of double booking and optimize staff utilization.



Have your contractors update their work order status from the field, so you can see how the job went, that they are finished and are moving on to the next job, add notes and attach images and files, all on the fly. With Call of Service, everybody in your team has access to the very latest information, and being this informed helps improve your response times and your business' ability to flex with changing demands.

Mobile Productivity at its Best



Full Visibility

Full functionality; including business insights and dashboards with full capability to view or modify your products, orders, customers and more...

Stay Secured

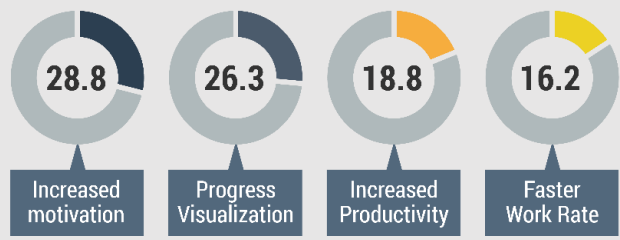
Worried about the security of your data? We got you covered. Mobile Device Management will take control of what's happening to your data at all times

Offline Capability

No internet? No Problem, your team can keep collaboration running even in offline mode

Mobile Dashboards

Have a quick view of active contracts, cases or projects on the map or with graphical dashboard



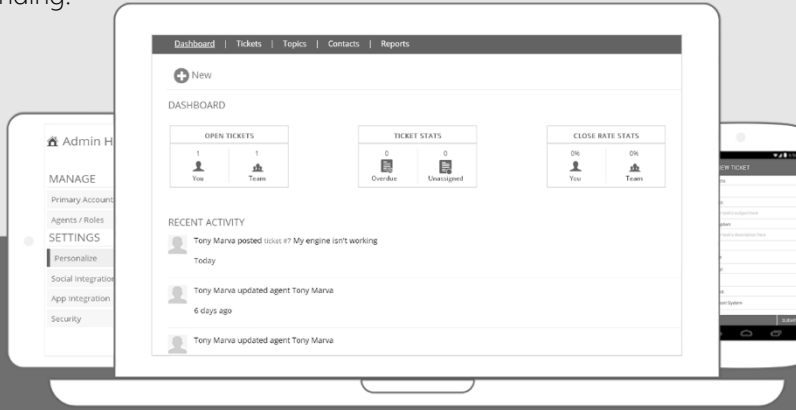
Multi-channel Service Desk & Contact Center Integration

Offer service anytime, anywhere

Enable customer service engagements across web, social, chat, email, mobile, and phone, including customer self-service and social care. Provide channel context for personalized service with minimal customer effort.

Use real-time and historical insights to personalize every interaction. Understand what your customer has already viewed and searched—before they ever reach an agent. With Service by Microsoft Dynamics, organizations can gain critical insight, with feedback and surveys that provide general sentiment, contextual feedback, and transactional understanding.

Multiple Platform Native Support



Multiple Contact Center Integration Capability



Service intelligence

Anticipate your customer needs

Identify trends, anticipate opportunities, and gain insight through dashboards, deep analytics, and powerful data visualization capabilities.

Organizations can identify business opportunities and gain deep customer insight by tracking and correlating customer satisfaction with service metrics. Fully integrated out of the box, Microsoft Power BI and Excel generate reports, interactive charts, and 3D geospatial visualizations to help identify trends and "what-if" scenarios and to forecast outcomes to help reduce effort scores.



The Power of Choice

The Powerful, yet flexible platform of Microsoft Dynamics xRM, enables PropertyPro® to be deployed to any model of your choice from on premise, cloud, private cloud, Microsoft CRM Online or even a "Hybrid Deployment" that mixes two or more of these models.



Cloud



On-Premises



Hybrid Model



Office 365

Microsoft Dynamics CRM Online



PropertyPro – Facility Management System Feature List

Facility Management Core

Maintenance Management

- Powerful tools that standardize processes across your organization
- Proactively maintaining an effective preventive maintenance program

Work Order Management

- Associated service activities
- Assigned resource teams
- Related costs elements tracking and inventory items

Contract Management

- Contract scoping with contract lines segregation
- Contract cost, revenue and profitability tracking
- Contract billing & invoicing
- Associated service assets tracking
- Associated consumables tracking
- SLA Management
- Stores and Inventory Management

Resources Allocation & Attendance

- Resources allocation per site and/or contract
- Resources scheduling for service activities
- Attendance tracking linked to contracts SLA

Reporting & Dashboard

- Built-in service reports
- Built-in report designer
- Live integration with Microsoft Excel with embedded data security
- Built-in customizable dashboards and KPIs
- Ready and customization templates for Microsoft Power BI™

Collaboration & Productivity

- Native activity management across all business processes
- Built-in workflow capabilities with visual designer
- Visual business process management with on-screen guidance
- Native integration with Microsoft Word for mail merge
- Multi-Site, Multi-Currency and Multi Language capability
- SMS notifications

Security Features

- Single Sign-on with Active Directory integration
- Comprehensive role-based security model
- Filled Level Security and Audit Trail

FM - Mobile

Access Facility Management functionality from iOS, Android & Windows mobile and tablet devices

- Bar code scanning
- Location services
- Offline capability
- Mobile dashboards

FM - Web

Establish your 24/7 service desk by enabling your clients to request your services and report cases online

- Integrated customer account management
- Multiple access levels per client
- Access to performance reports and related contract information

Other Systems Integration

ERP integration connector

- Inventory items
- Customer information
- Invoices and payments

Call Center integration connector

- Automatic customer screen pop-up on inbound call
- Outbound call initiation from system screen
- Automatic call logging with related record

PropertyPro®

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