



Performance Control for Tenant Management

A structured Tenant Management and Facility Management service, backed by a digital platform with automated workflows, designed to enhance operational efficiency, tenant satisfaction, and full control over every maintenance and service activity.

● RE Funds & Asset Managers

● Property Manager

● Facility Manager



Zero-Delay Maintenance

A Service Request Ticketing system configured for every type of maintenance activity. Automated SLA tracking, real-time escalation alerts. Every issue is managed from report to resolution in a single workflow.



Tenant Management

Structured tenant communication with complaint and request tracking. Contacts, interactions, satisfaction surveys, and feedback all tracked. A single hub for Tenant, Property, and Facility data - the full picture of the service.



Real-Time Decision Dashboard

Centralized KPI monitoring: ticket aging, SLA performance metrics, cost analysis. Every inspection completed, every report accessible - no detail is left out. Full transparency for control at every level of the maintenance process.



Operational Cycle Digitization

From inspection to reporting: full traceability of every action taken. Total control - including what is often missing: photos, documents, and notes collected during maintenance visits.

Without the right tools, you face legal exposure, GDPR non-compliance, and audit failures.

Unencrypted personal data in emails, untracked communications - every unstructured process is an open vulnerability. In the event of an audit or GDPR inspection, the lack of an integrated platform turns routine operations into difficult-to-defend legal liabilities.

SLA

CONFIGURED
FOR EVERY ACTIVITY

24/7

TENANT PORTAL
ALWAYS ACTIVE

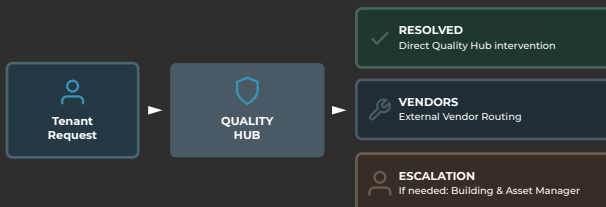
Real-Time

ALERTS FOR OVERDUE
& COMPLAINTS

By Design

COMPLIANCE
GDPR

QUALITY HUB FLOW



ISSUE MANAGEMENT WORKFLOW

- 1 Tenant Report via Portal or Quality Hub
- 2 Ticket Opening & Priority/SLA Assignment
- 3 Vendor Assignment & Intervention Planning
- 4 Execution, Photo Documentation & Verification
- 5 Ticket Closure & Tenant Feedback

Higher tenant
satisfaction

Maintenance
under control

GDPR
By Design

Data-Driven
Decisions

SaaS accessible
anywhere