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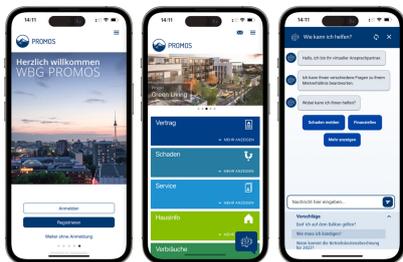
Subject: Contract Management

easysquare tenant app

Mobile communication in the easysquare tenant app – where tenants and property managers meet

No matter whether it's for all-year-round consumption information on heating costs and warm water or seamless communication with the housing company – today more and more people want to use their smartphone to do so. With the easysquare tenant app, PROMOS provides a modern solution with which you can provide your services in condensed form in an app and your tenants can perform self-service tasks conveniently for themselves using a smartphone

The easysquare tenant app is a native app for iOS and Android that provides all the benefits of a native app; for example, the use of operating system functions such as GPS, camera, contact data and push notifications. With the app, tenants have full access to their contract data and can send queries or report defects as part of communication with property managers. In addition to the native app, the web app can be accessed via the browser on a PC. To ensure strong customer loyalty, the app can be provided in the App Store or on Google Play co-branded, that means with the company-specific logo. Your tenants can easily search for the company name in a targeted way.



Overview of the services in the easysquare tenant app – completed by an optional chatbot function with our virtual assistant PROMi.

Your Benefit

Time and cost savings: Transferring self-service tasks to your tenants saves valuable resources and leads to quantifiable process improvements

Intelligent networking: Easysquare networks all those involved and can be seamlessly linked to other services

Transparent processes: Clear, traceable process sequences generate trust and there is no longer a need for repeated enquiries of your tenants.

Reduction in media interruptions: Media interruptions due to communication via various media, such as phone, email or letter, now become a thing of the past. This saves valuable time.

Ready-to-use SAP® integration: To ensure optimal connection of the tenant app on the easysquare platform with your SAP® system, PROMOS provides you with the ready-to-use plug-in solution easysquare workflow.

References

- Dawonia Management GmbH
- DOGEWO Dortmunder Gesellschaft für Wohnen mbH
- Hilfswerk-Siedlung GmbH
- KoWo Kommunale Wohnungsgesellschaft mbH Erfurt
- LWB Leipziger Wohnungs- und Baugesellschaft mbH

Details

The structure of the easysquare tenant app is simple and intuitive. In the “Contracts”, “Services” and “Defect report” services, tenants can carry out activities themselves and use information relating to the contractual relationship

“Contracts” service

All contract-related documents and master data from the SAP® system are available in the “Contracts” service. For example, this is where your tenants can view their general contract and object master data around the clock. In this way, tenants can keep track of the contractual relationship and all the master data concerning them. Scanned documents, for example from the tenant’s file, can be accessed in the app at any time. Digital delivery completely eliminates the need for resource-intensive sending of letters.

“Defect report” service

Tenants can use the “Defect report” service to report damage or defects in the property, building or living environment. The service then informs about all status changes in the repairs process by sending a message. The entire communication between tenants and property managers, including any necessary queries, takes place via the easysquare tenant app itself.

“Services” service

Tenants can send other requests, such as applications for permission to sublet or make a structural modification, using the “Services” service. Tenants receive forms they request, for example a Certificate of Rent Paid, directly in the app. Here, too, tenants can follow the process sequence via the status information, making repeated enquiries unnecessary. Particularly comfortable is the chat function within the app, by means of which tenants and administrators can easily contact. Unnecessary media disruptions are avoided.

Further information

- **Digital bulletin board:** Like a conventional bulletin board in a building’s entrance, you can always keep your tenants up to date – whether with news, announcements of maintenance work or house rules. The administration and maintenance are carried out independently by your company and can be published per building, business unit or across the entire real estate portfolio.
- **Digital district management:** With the neighbourhood function, the tenant app can be optimally supplemented with another service. With this, tenants can offer and look for help in their neighbourhood. They can lend someone a drill, search for a babysitter, offer their help in assembling furniture and find and search for offers and queries from their neighbours in more than 20 other useful categories.
- **ERP integration:** Thanks to the seamless integration into the SAP® system, all of your tenants’ processes can be effectively controlled and managed with easysquare workflow. The targeted determination of agents ensures that the responsible processors can clarify queries immediately via chat.

End user

- Landlords
- Property managers
- Tenants

Technical requirements

- SAP®
- easysquare platform

Show product online:



Our hotline for questions:

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