

Press release

Intelligent real estate management: PROMOS consult develops Vonovia owner app

- **Owner app put straight into use**
- **Easysquare digitisation solution enables transparent customer communication around the clock**
- **Simplified service requests and damage reports**

Berlin, 8 August 2017. – PROMOS consult, the specialist for software solutions in the real estate industry is developing a new service and communication platform for Vonovia Immobilien Treuhand. Customers of Vonovia Immobilien Treuhand will have immediate access to a new owner app that keeps all the important documents on the property in a centralised digital location where they can be accessed 24 hours a day. Service requests and damage reports can be submitted conveniently, quickly and easily via the app.

The realisation and go-live were rapid, and the app is already available to download for iOS and Android.

“Customers’ desire to be able to directly contact landlords, property managers and service providers is growing unstopably. Some 15 percent of property companies in Germany are now thought to offer service apps. We are delighted to be able to support Vonovia Immobilien Treuhand in developing their owner app,” said Jens Kramer, CEO of PROMOS consult.

The app contains all the information and documents related to the property. Once they have registered and received their access details, Vonovia Immobilien Treuhand customers can therefore use the app to manage their master data, send queries and damage reports to Vonovia directly from their smartphone or tablet and track the status of their request online around the clock. As in online banking, access codes are transmitted via a secure SQL encrypted server. Data protection is the top priority and meets the highest security standards.

Julia Morks, project manager at Vonovia Immobilien Treuhand, explains: “We are continuously working to further improve our service for customers. In order to offer our customers the best app possible, we decided on a regional pilot stage in North Rhine-Westphalia as a first step. The experiences from this were fed into development to create all the functionality and benefits customers can enjoy in the app today.”



Vonovia Immobilien Treuhand GmbH manages more than 100,000 units across Germany, including apartments, garages, commercial real estate and other properties. As a wholly owned subsidiary of Vonovia SE, the company supports individual condominium owner associations in all their activities. This includes COA and condominium management, technology, construction project management, trust management, etc.

Easysquare is a unique digital solution for setting up, operating and networking real estate marketplaces with mobile apps. All users can access the networking platform using standard devices such as tablets, smartphones or PCs. The easysquare platform is accessed via the easysquare mobile app for iOS or Android or via browser in the web app. Modern industry standards such as HTML5 form the basis for future compatibility and wide availability. Connection to the ERP system in question ensures that procedures run automatically and without errors, and controlled processes guarantee demonstrable time savings and cost reductions.

PROMOS consult

PROMOS consult was founded in 1998 and – besides its headquarters in Berlin is – located in Munster/Westphalia, Kassel and Dortmund. The company specialises in the development of software programs for the real estate industry based on SAP®. PROMOS offers consulting, solution development and implementation, training as well as a full range of IT services and its own data centre. With easysquare PROMOS offers a networking solution, which simplifies real estate business processes for object managers, tenants, prospects and service providers with web portals and iPhone/iPad-apps.

The PROMOS.FS Facility Services GmbH subsidiary in Dortmund offers concrete solutions that improve the quality of utilities statements and simplify the generation of documents – regardless of which meter reading service providers are involved and for the entire pool of assets.

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