Brownie

MANAGEMENT COMPANY INFORMATION SYSTEM CONCEPT

KEY QUESTIONS ABOUT PRODUCT

4. How much does it cost?

1. What is it?

3. How does it help?

2. Why do we need it?
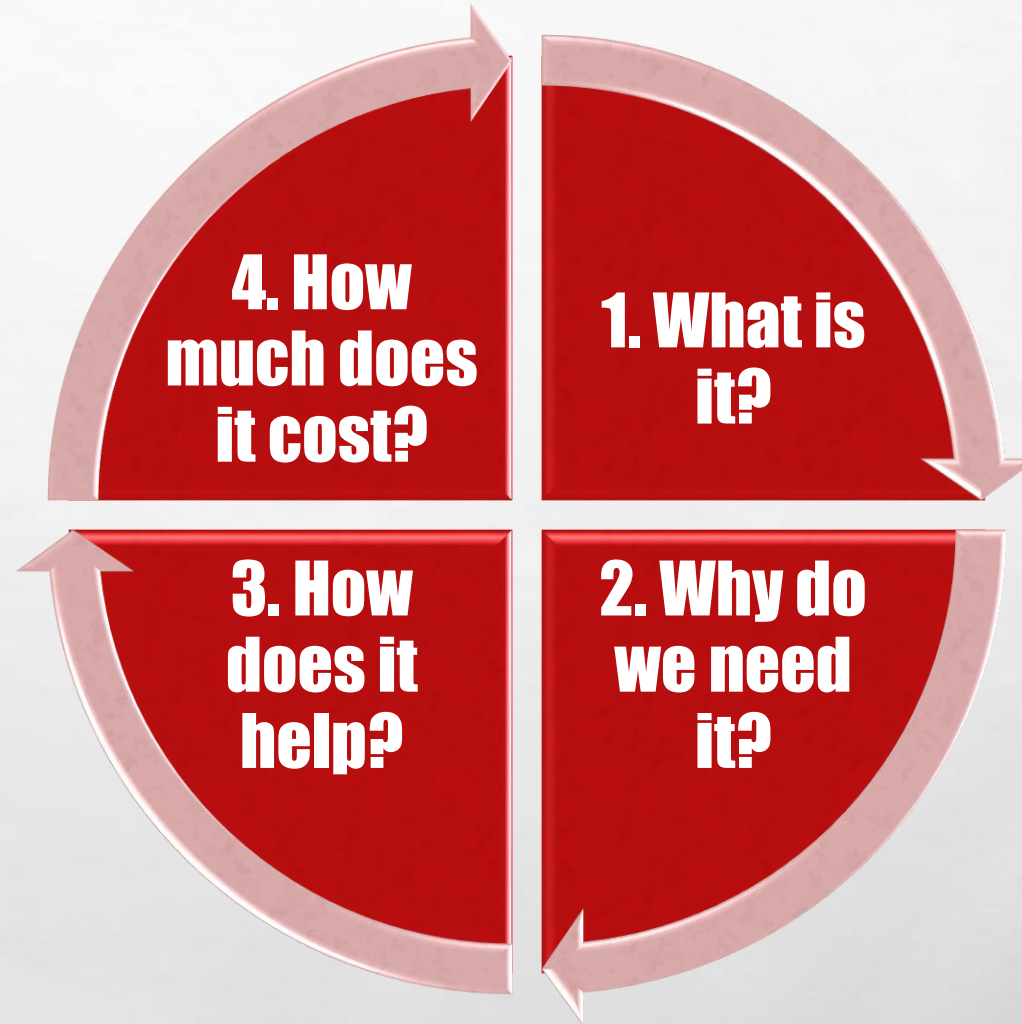
INFORMATION SYSTEM FOR
INTERACTION BETWEEN A MANAGEMENT COMPANY AND HOMEOWNERS

Dweller's mobile application:

- utilities
- service requests
- concierge
- additional services

Manager's account:

- reports
- control over request fulfilment
- monitoring of MC activities

Dispatcher's application:

- prompt receipt of dwellers requests
- information required for responding to a problem
- appointment of a responsible person

Duty specialist application:

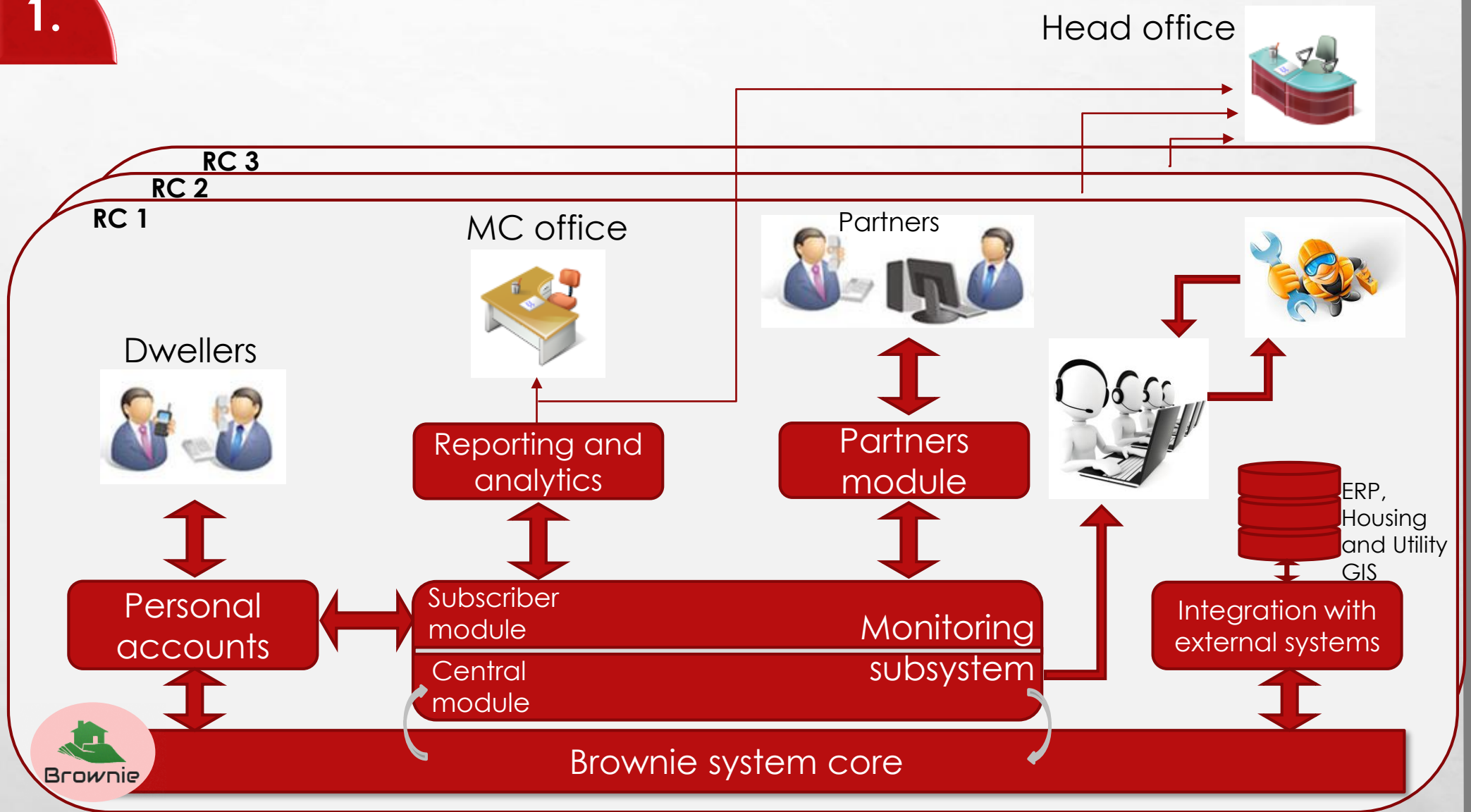- receipt of a request designated by a dispatcher
- reporting on a problem

Integration module:

- interaction with Housing and Utility geoinformation system
- integration with SAP, 1C
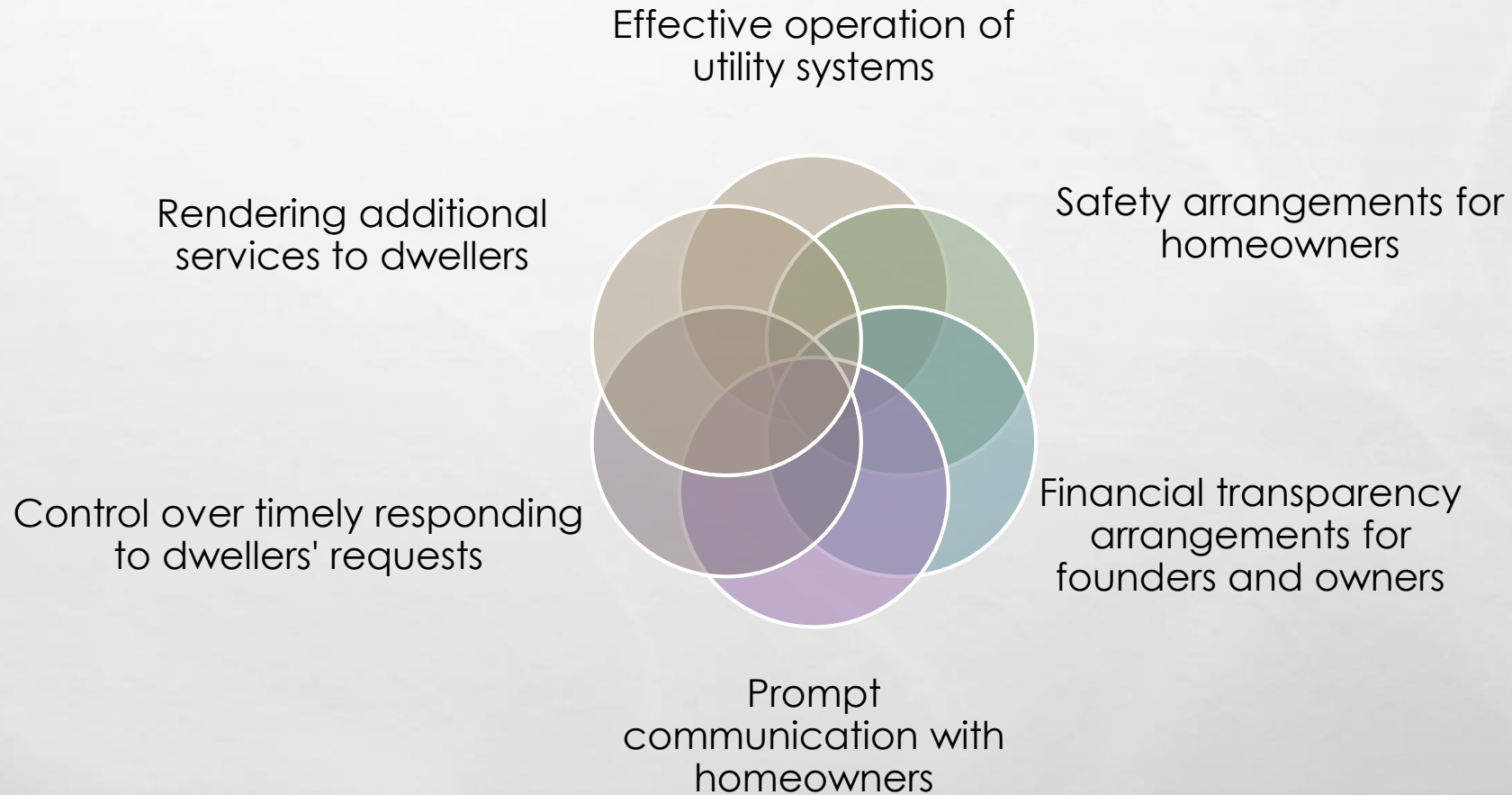- connection of a thrid-party software

SYSTEM ARCHITECTURE

1.

Head office

RC 3

RC 2

RC 1

MC office

Partners

Dwellers

Reporting and analytics

Partners module

Personal accounts

Subscriber module

Monitoring subsystem

ERP, Housing and Utility GIS

Integration with external systems

Central module

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Brownie system core

Modular architecture allows to deploy the system stepwise

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TASKS PERFORMED BY MC FOR EFFECTIVE OPERATION OF A RESIDENCE COMPLEX

Effective operation of
utility systems

Safety arrangements for
homeowners

Rendering additional
services to dwellers

Financial transparency
arrangements for
founders and owners

Control over timely responding
to dwellers' requests

Prompt
communication with
homeowners

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AGENDA OF PROMPT COMMUNICATION WITH HOMEOWNERS

NEEDS

- urgent informing of dwellers: outages, emergencies, repairs
- notify dwellers about what has been done, tell them news, what has been done in their house
- collect opinions on mahagement company performance
- carrying out votings on management company decisions
- compliance with standards determined by Governmental Decree No. 731

DIFFICULTIES

- print advertisements on entryway noticeboards or flyers in post boxes do not attract any attention and fail to provide quick communication
- when arranging a meeting, it is impossible to set such time for it which is convenient for everyone. Many dwellers are too busy or lazy to attend them
- information on MC website is received only by those people who regularly visit it, i.e. 10–15% of dwellers. Urgent information (outages or repairs) posted on the website will have become outdated by the time a homeonwer sees it

SOLUTION

- flash push notifications on critical events for dwellers
- chat-bot for common matters
- generation of requests concerning a problem through an application
- electronic requests to MC with tracking of a request status
- possibility to communicate with neighbours with respect to common matters
- placement of advertisements

DWELLER-TO-CLIENT CONVERSION

Active dwellers

Involved dwellers

Dwellers

Brownie

Involved dwellers

Active dwellers
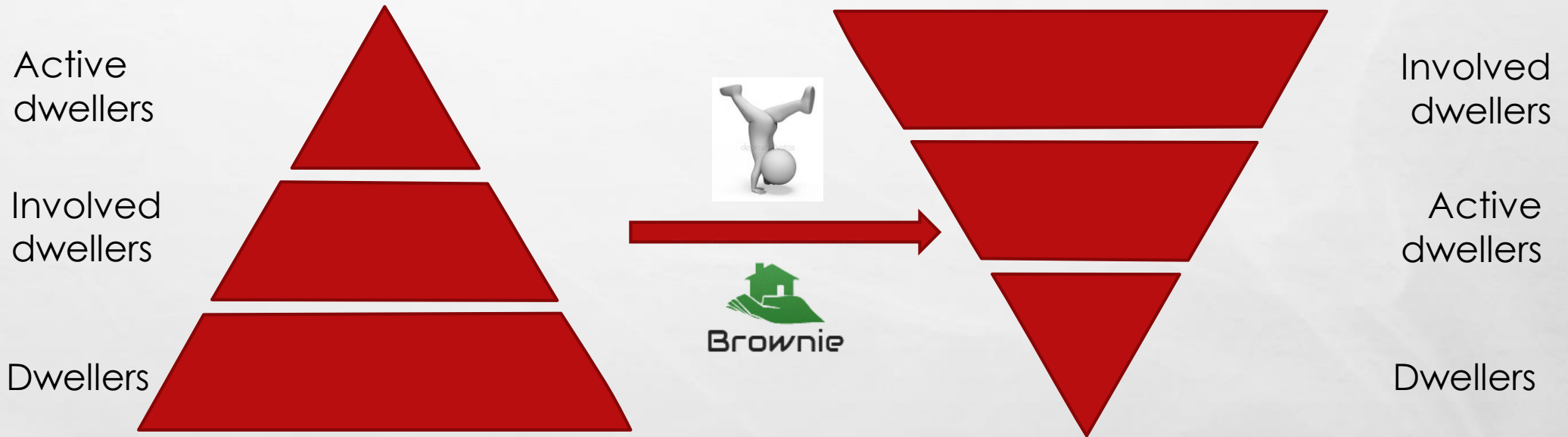
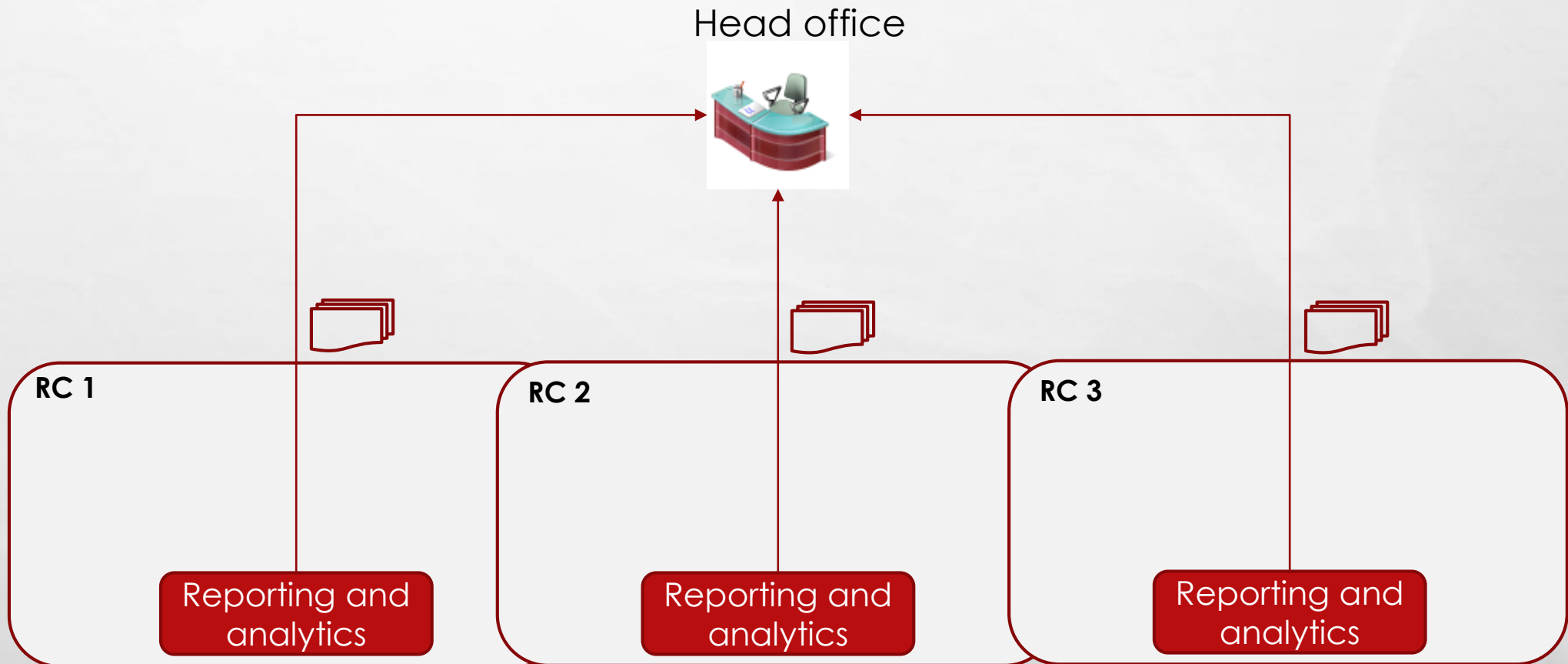Dwellers

1 vote of a dweller = 1500 USD*

*Average calculation of payments of one dweller per year

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CENTRALIZED MANAGEMENT

2.

Centralized control of operation of numerous MC, online receipt of reports, analysis of MC performance

QUICKLY! ACCURATELY! ANY COVERAGE AREA!

Head office

RC 1

RC 2

RC 3

Reporting and analytics

Reporting and analytics

Reporting and analytics

Transparent and flexible control, management, collection of reports

Brownie Capabilities
effective operation of utility systems

- centralized control and obtaining of operational information on the condition and parameters of utility equipment

- arrangements for immediate interaction of operational services, planning of utilities routine maintenance and repair

- recording and registration of deviations of set parameters of utility processes and actions of service dispatchers

- delineation of authorities and responsibilities of services in the course of making a decision

Brownie Capabilities
safety provisions for homeonwers

- stopping of unauthorized entry into the territory
- revealing of unsafe behaviour patterns (fights, illegal smoking, etc.)
- preventing access of people to particular areas without a permission (main distribution board, ventilation chambers, etc.)
- identification of dwellers using biometric data and facial image library
- identification of vehicles in the territory

Brownie Capabilities
financial transparency provisions for founders and owners

- automatic generation of reports for founders

- expenditure report to homeonwers

- tracking of service maintenance progress

- drawing up acts for contractors works

Brownie Capabilities
problem management system

- automatic generation of requests upon receiving a signal from a monitoring system

- immediate sending of requests created by a dweller using a mobile application to a dispatcher

- automatic search for duplicate copies of requests created by dwellers with respect to the same problem

- control of fulfilment of requirements for the time period for problem resolution

- automatic clustering of problems for analysis and discovery of trends

- receipt and analysis of feedback on management company activity

Brownie Capabilities

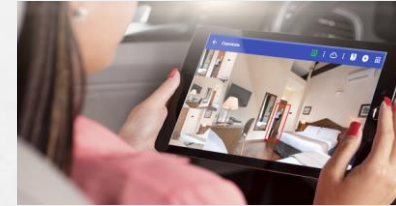## rendering additional services to homeowners

3.

concierge service for immediate resolving of common matters
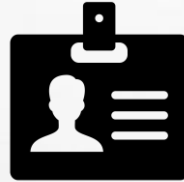
ordering of passes for guests Using an application

automatic meter reading and payment for utility services

electronic house intercom with CCTV option

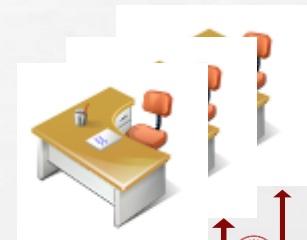Possibility to order services of MC partners on special conditions:
- laundry
- cleaning
- restaurants
- minor repair works in apartments

Targeted advertising of products and services of MC partners for homeowners

Brownie Capabilities
creation of a partner's network

3.

MC offices

RC 3
RC 2

Direct communications channel

Laundry

Cleaning

Dry cleaner

Dwellers

Minor repair ₽

Restaurants

Baby-sitters, children clubs

Partners

RC 1

Partners module

Personal accounts

Subscriber module

Central module

Monitoring subsystem

Monetization of partner's access to a client's base

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POSSIBILITY OF TURNKEY CREATION OF A DISPATCHER'S ROOM

Dispatcher's control point (DCP):

- single information collection point
- operation of any subsystem from one AWS
- centralization of control and operation

DCP structure:

- Dispatcher's AWS
- set of information display equipment
- ergonomic design
- interactive panel with 3D model of a residential complex (option)

DCP arrangement versions:

- recording in project documents for new sites at stage P
- arrangement of operating facility in a designated premise with organization of LoRa WAN wireless network

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