

REF-OR-M SOLUTION – SMART LIVING

The REF-OR-M for Smart Living offers a pre-configured, end-to-end reference solution, tailored to suit varied set of needs related to Property & Housing Management, Facilities and other Real estate management aspects. It comprises end to end process flows, proven best practices from successful, D365 transformation engagements to achieve greater business value with Microsoft Dynamics 365. This solution has multiple components that can be used in whole or as parts depending on the needs of the client. This can be applicable to public sector/ Community Councils as well as Real Estate / Facility Management companies as applicable.

The REF-OR-M Solution for Smart Living offers solution components for efficient customer engagement with focus on Guided Selling and Property Sales management, resident and tenant relationship management, sustainability and waste management or compliance, service request management, self service, field service facility management and more for enhanced high-value interactions.

REF-OR-M Framework



REF-OR-M » Reference Organization Model

The Smart Living solution is built using the Reference Organization (REF-OR-M) Framework which is a pre-packaged solution enabling faster deployment, reduced TCO, enhanced experience and superior quality

Solution Capabilities & Business Process Breakdown

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| Infosys REFORM Solution Offerings on Dynamics 365 for Smart Living | Housing Management <ul style="list-style-type: none"> Tenancy Prospecting & Sales Management Tenancy On boarding, termination, relationship Service Request management Waste Management & Compliance Management Field Service Management | Property Management <ul style="list-style-type: none"> Property Master Data Property Sales Management changes based on modifications Resident/ Owner Management Service Request Management related to Property Infrastructure Service Management Sustainability and Safety for Property Management | Facilities Management <ul style="list-style-type: none"> Facilities hierarchy Management Asset Allocation Facility Service & Work order management IOT enabled Command Center for Facility management |
| | Digital Experience <ul style="list-style-type: none"> Self Service via portals, Chatbots Integration with XR/MR for Property related updates with seamless Pricing updates in true virtual experience MySpaces app for resident/ tenant facility self service Mobility for facility management using PowerApps | | |

Deployment Approach

Initial Due Diligence using our ACE program

Business Value Articulation to explore the solution to define road-map to form end-to-end business processes; where value resides in the execution of these process steps for Property Management & Experience.

Preconfigured Solution and Business content

- Ready to run foundational configurations specific to Living Experiences Management
- System specific process flows for further customization analysis

Point Solutions, Business Content & Digital Solutions

- Extension Solutions specific to Industry requirement
- Digital Solutions (like chat-bots/ AI/ML etc..) available in ready to deploy state

Applicability of REFORM Solution

- **Greenfield implementation, Upgrade** or move to modernization using a digital platform like Dynamics 365
- Focus on building application in **agile and incremental** way
- Enable the **business users early in the game and discover the solution with a Show-and-Tell approach in language of Housing** rather than only Tell approach
- Leverage **best practices from successful** Dynamics 365 transformation engagements and reduced handoffs between systems and groups to achieve greater business value



Key Benefits

Improved Selling Experience

- Exciting, engaging sales cycle with XR enabled experience in property buying and visualisation
- Easy and integrated selling methods to manage pricing and quotes responses easily
- Visual & Intuitive

Improved efficiency & productivity

- End-to-end Property solution offering across Prospecting, Relationship Management, Selling & Service
- Digital automations for faster TAT of employees both back office & front office

Superior Customer Experience

- Superior experience for Customers with Digital Channels for Self Service
- App based solution for living management, dashboards for tracking sustainability

Net Revenue Enhancement

- Win Rate Improvement Opportunity
- Size/Volume Increase Lead Conversion Rate Increase
- Higher Resident/ Buyer Satisfaction scores

For more information, contact askus@infosys.com

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