YARDI   ONPHA Session 409

The New Age of Property Management Software

Peter Altobelli
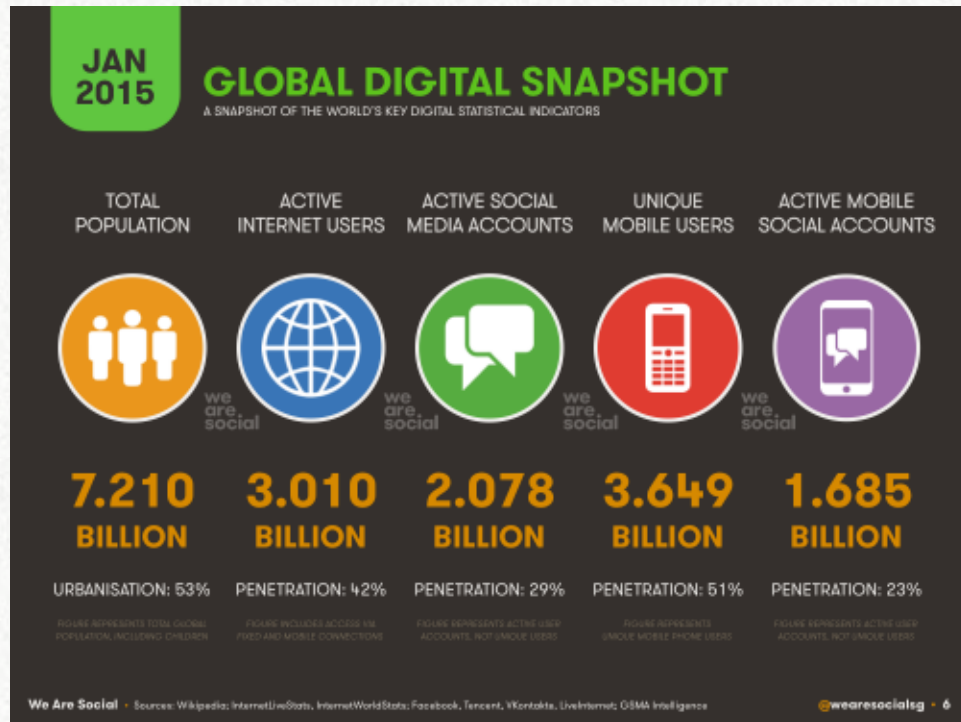VP & General Manager, Canada

Ontario Non-Profit
Housing Association

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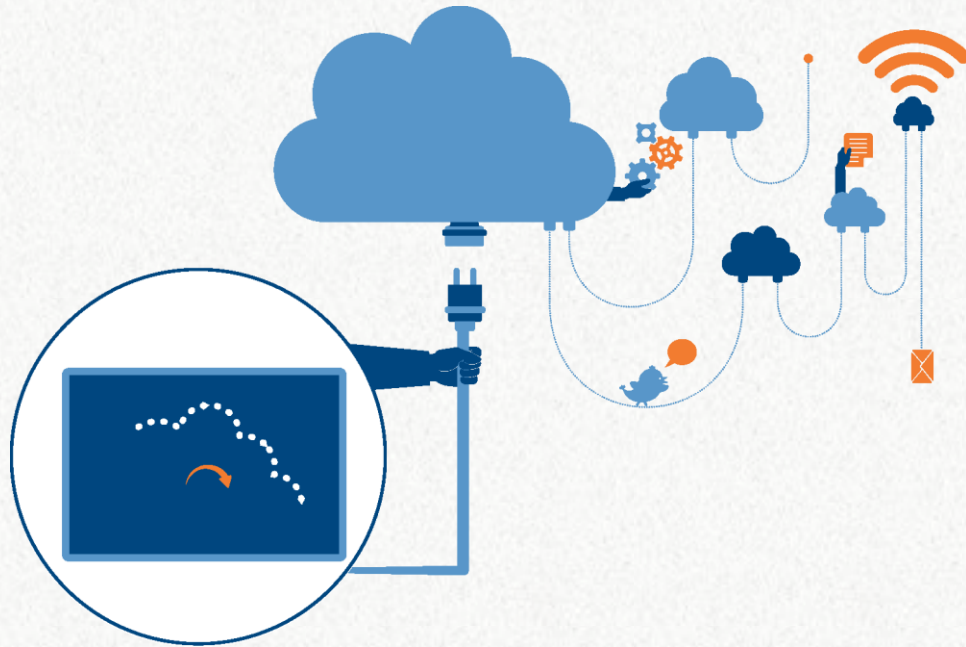
Millennials

Cloud Computing

Mobility

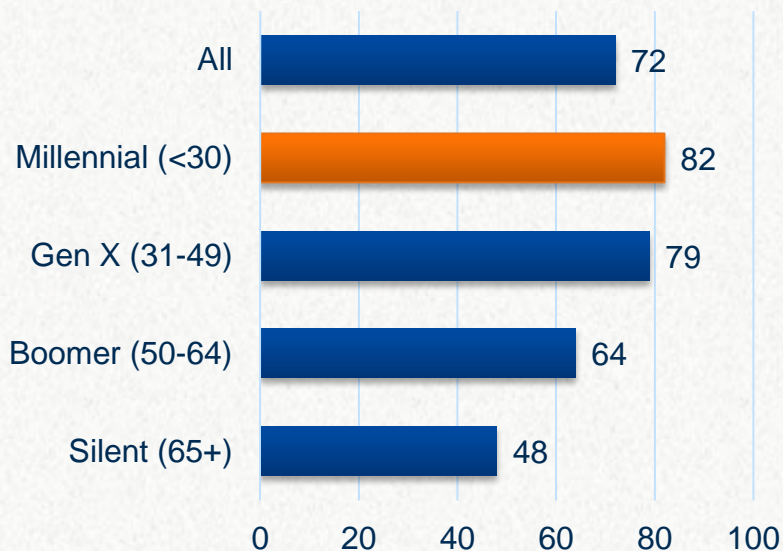Process Improvements

Internet Usage & Mobility

By the Numbers

- 7.3B world population
- 6.6B mobile subscribers (93%)
- 3B Internet users (42%)
- 2.1B social network users (29%)
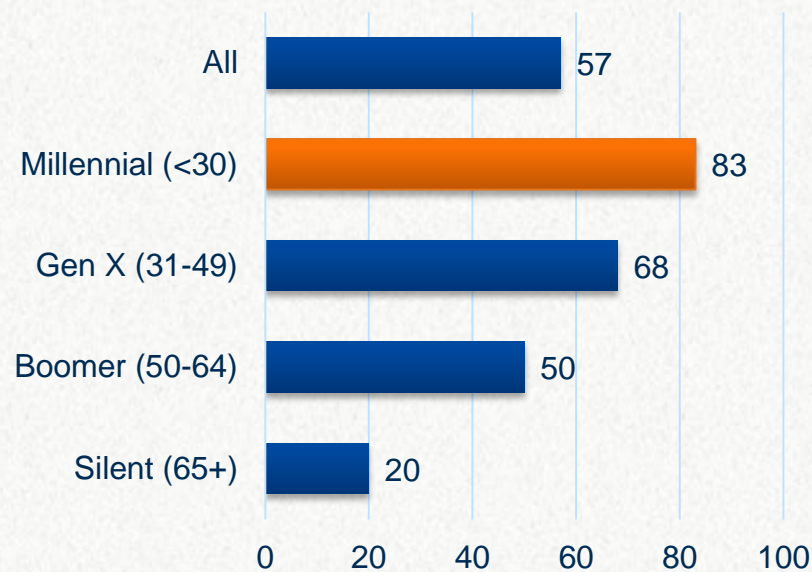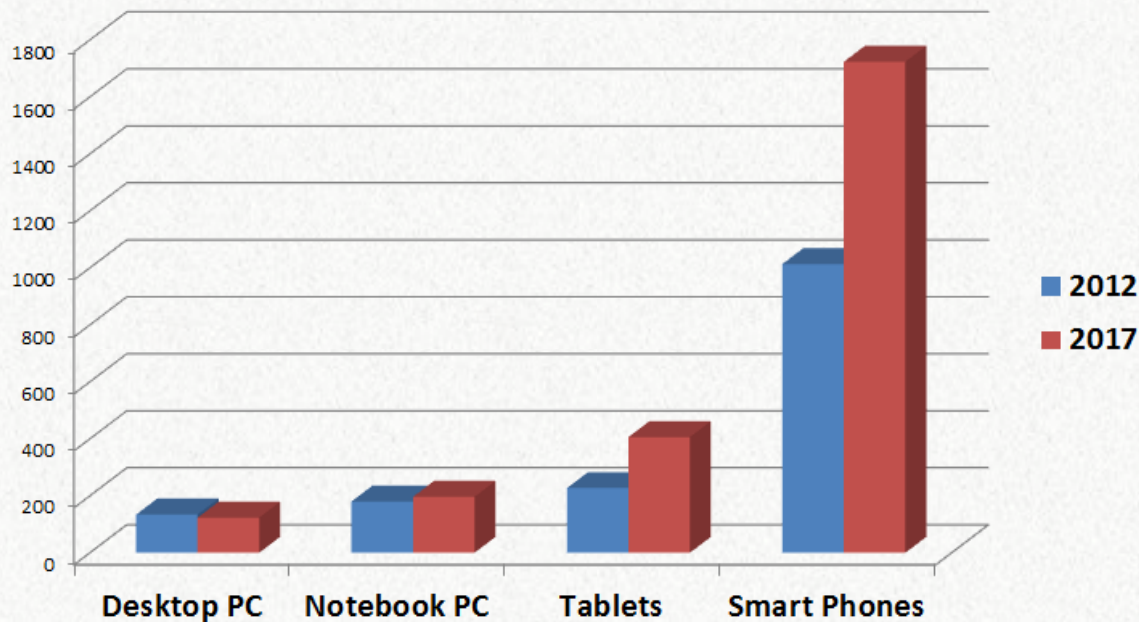- 58% of North Americans on social media

Millennials

Do you have a profile on Facebook?

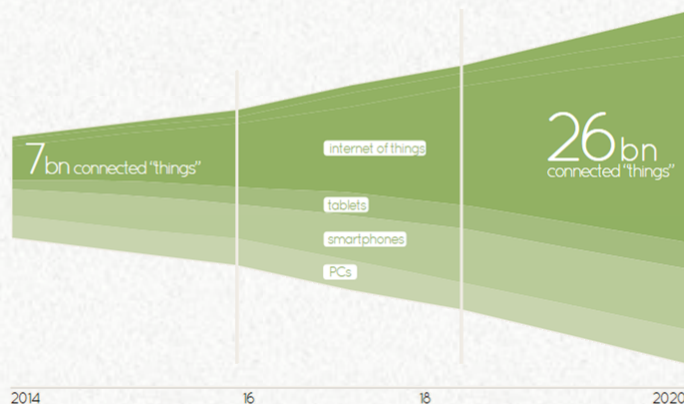|	
All	72
Millennial (<30)	82
Gen X (31-49)	79
Boomer (50-64)	64
Silent (65+)	48

Do you sleep with your cell phone?

All	57
Millennial (<30)	83
Gen X (31-49)	68
Boomer (50-64)	50
Silent (65+)	20

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Mobility: 5-Year Forecast

Source: IDC

The Internet of Things
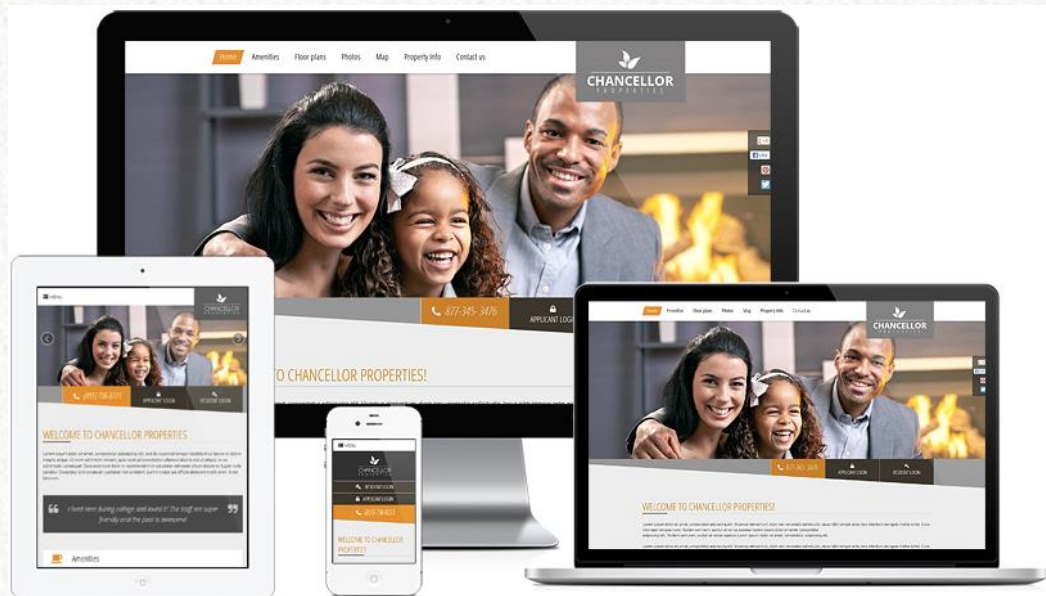

Source: www.informationisbeautiful.net/visualizations/the-internet-of-things-a-primer/

Cloud Computing

> Responsive design web applications

> Mobile apps

Cloud Computing

NETWORK
- ROUTERS IPS/DDOS
- FIREWALL
- WAF
- SWITCHES
- LOAD BALANCER

APPLICATIONS
- WEB DB FS SM
- HYPERVISOR
- VIRTUAL
- PHYSICAL

STORAGE
- DAS
- SAN

HIGH AVAILABILITY/ DISASTER RECOVERY

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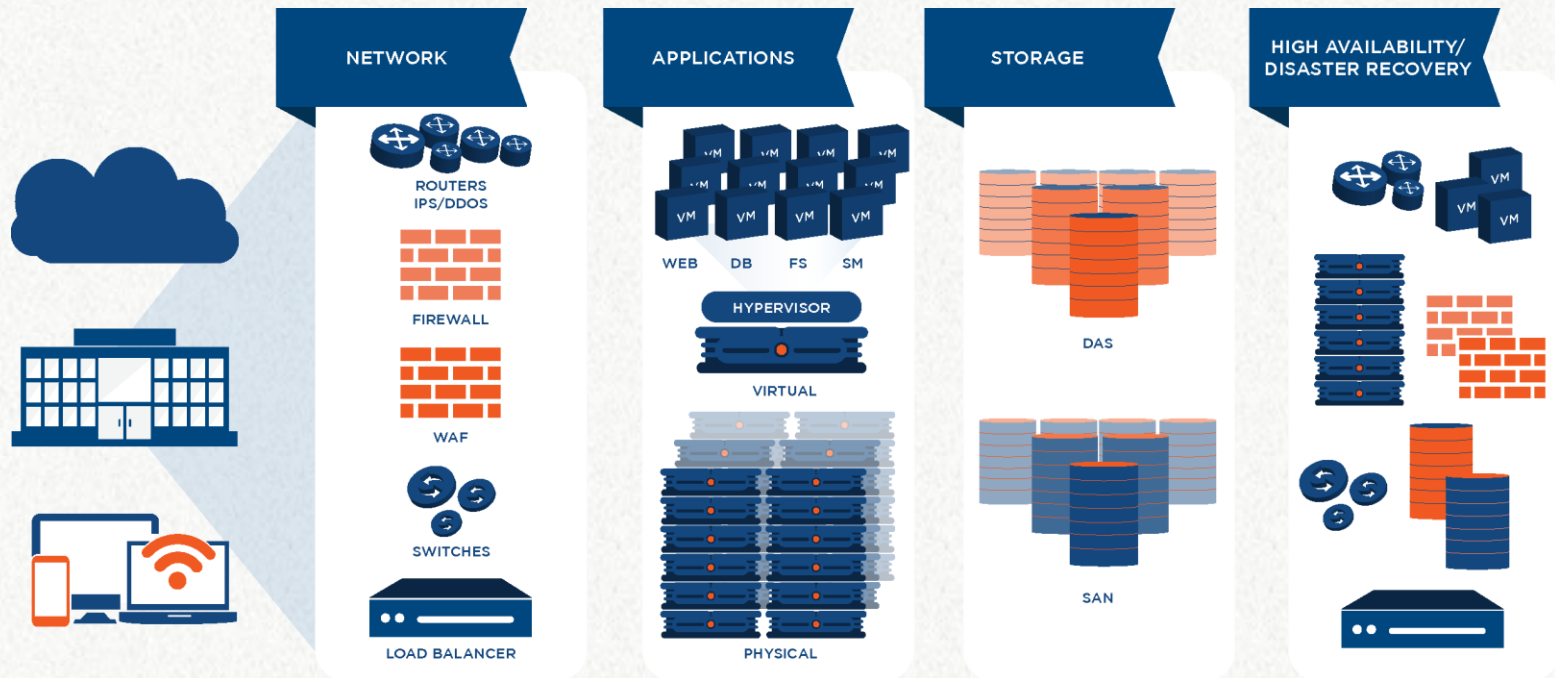
Security

- Physical security
- Network security
- Application security
- Data security
- Penetration tests
- Audits

PLANNING

PREVENTION

FORENSICS

DETECTION

RECOVERY & RESTORATION

CONTAINMENT

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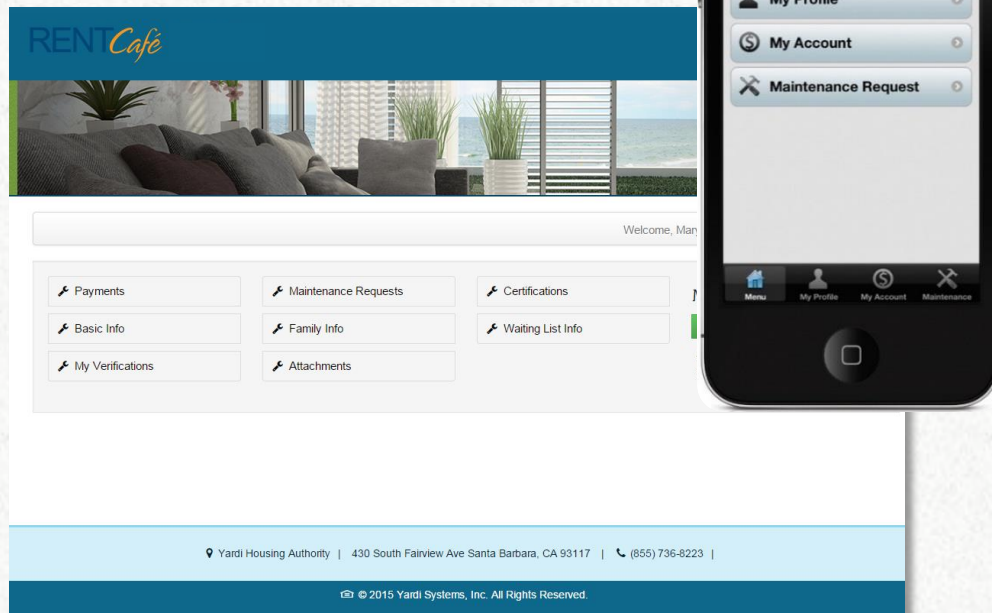# Cloud-Based Property Management Platforms

Next Generation ERP

➤ Browser-independent

➤ Mobile-ready

➤ Favorites & history

➤ Google-style search

➤ Software as a Service

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Secure Resident Portals

➤ Submit & track maintenance requests

➤ Update household information

➤ Complete reviews

➤ From resident's computer, mobile device, or kiosk at the property

Secure Applicant Portals

- Complete eligibility questionnaire & submit documentation
- Check waitlist status
- Choice-Based Letting
  - View unit information
  - Accept or decline unit
- From applicant's computer, mobile device, or kiosk at the property

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Automating Reviews & Documentation

Convenient Payment Options for Residents

➤ One-time & recurring payments

➤ EFT, debit cards, credit cards

➤ Text payments

➤ Online payments

Electronic Invoicing

- Online purchase requests
  - Approval workflow
  - Budget checks
- Online procurement
- Scan invoices & store as images
- Mobile app for managers
  - Approve purchase orders
  - Approve invoices

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Automating Property Maintenance

Service Tenants & Manage Work Requests

› Mobile apps for residents, technicians, managers, property inspectors

- Real-time status updates
- No paperwork or travel time

› Configurable workflows

› GPS integration

- Real-time view of technician location

› Consume inventory, record images & voice memos

Automating Inspections

- Schedule & manage inspections
  - Property & unit inspections
  - Reactive & standard
- Configurable checklists guide employees during walkthrough
- Record cost quotes & create work orders from the inspection
- Generate notification letters on inspection results & follow-up scheduling
- Mobile app captures real-time information in the field
  - Signatures, photos, voice memos
- Report on schedules & past results
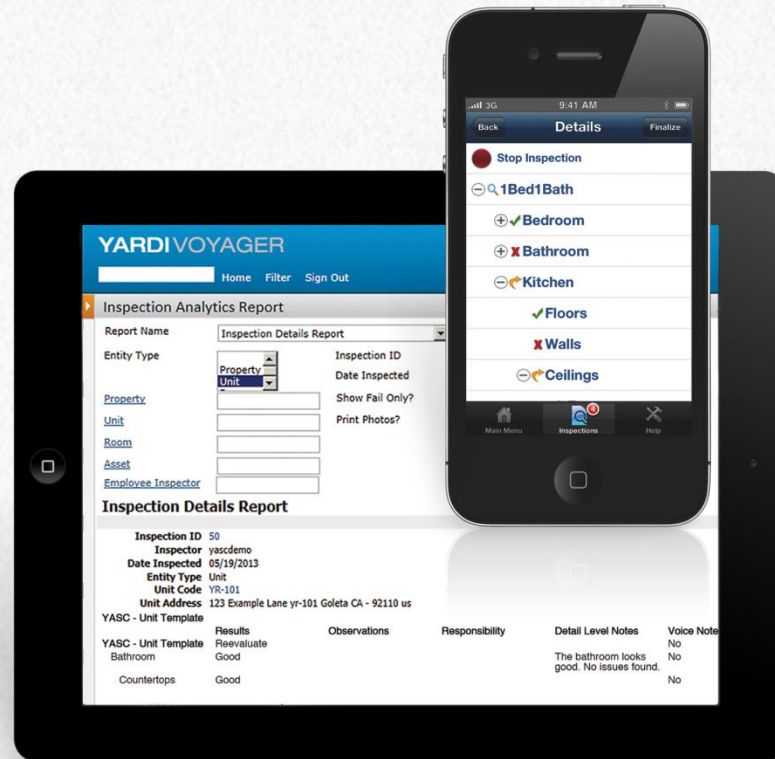
What Does your Team Do Anyway?

What Could your Team Be Doing?

Resident submits maintenance request online

Office assigns technician

System notifies technician online

Technician travels to property

Technician completes maintenance

Technician enters time & materials & closes request

System instantly updates resident & office

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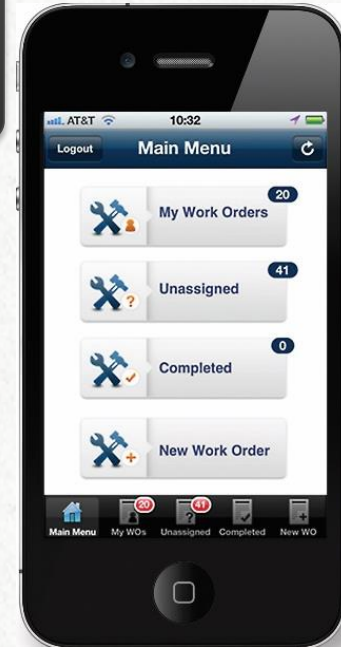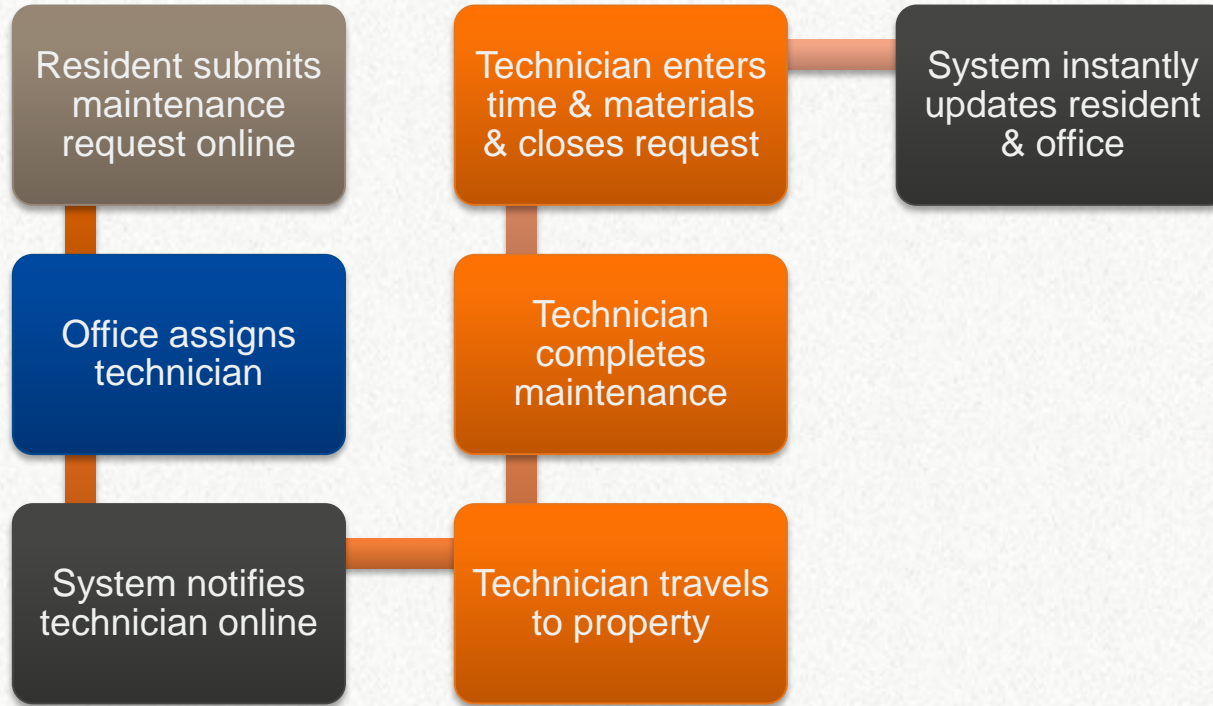
What Does That Mean for You?

- Mobile staff
  - Real-time information
  - Mobile apps
  - Less time at the office—more time in the community
- Mobile citizens
  - Online applicant & tenant services
  - Web kiosks for constituents without computers
  - More options for accessing services

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Less Time with Paperwork = More Time in the Community

- Electronic communications
- Certifications
    - Self-service reviews & interim reviews with documentation
    - At home or from a kiosk at the property
- Online Choice-Based Letting
- Online payments
- Applicant & tenant portals
- More productivity through workflow improvements
    - Inspection—work order—procure to pay

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Your Questions & Comments

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