



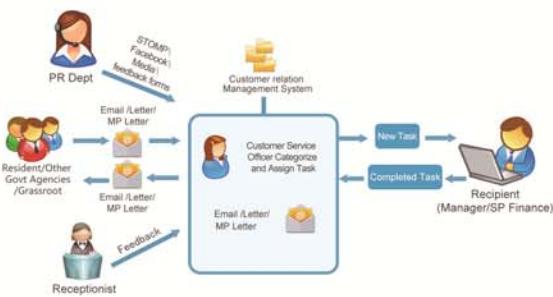
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### SMART ESTATE MANAGEMENT SYSTEM

SEMS is an integrated system specifically designed to support the strategic management of smart city/town, facilitating municipal services and building an infrastructure and property assets portfolio



## Community & Residents Feedback Management System



## Wireless Automated Resource Manpower Management Subsystem

- 01 Convenient location updates on-the-go
- 02 Efficient manpower deployment
- 03 Geographic scope reporting



## Operation Command Center

Live update of vital information

Predictive monitoring & preventive measures

Daily operation, monthly performance, half yearly trends analysis report

## Ad Hoc Job Module

- 1 User spots & raises facilities related issues using their mobile app
- 2 Relevant contractor receive job request and take photo of issue before starting work
- 3 Contractor rectifies the issue and take photo after job is completed
- 4 property officer verifies the case through photos submitted or via on-site checking

### 1 Property Officer Inspection Module



Allow property officers to plan their estate inspection schedule on SEMS

### 5 Operation Command Center



Allow the monitoring and tracking of contractors' and staff's performance in carrying out their jobs

### 2 Wireless Automated Resource Manpower Management Subsystem

### 3 Contractor Management Module

### 4 Ad Hoc Job Module

### 6 Community & Residents Feedback Management System



Allow for residents' feedback to be tracked and monitored, ensuring that all feedback are replied within the organisation's key performance indicator

### 7 Service Ambassador Module

### 8 Service Ambassador Module



Allow property officers to take a proactive approach to gather feedback from residents and the feedback gathered will be tracked to provide resident sentiment analysis

## Contractor Management Module

- 01 Contractors plan & submit job schedule
- 02 Notification of schedule to supervisor and workers

- 03 Contractors complete & submit inspection checklist for verification

## Property Officer Inspection Module

- 01 Property officers plan their own estate inspection schedule on SEMS
- 02 Property officers receive planned schedule on SEMS mobile app

- 03 Raise any defects spotted to the relevant contractors during their site inspection
- 04 SEMS shows a summary of the completed inspections and the defects spotted

## Service Ambassador Module

- 01 Officers proactively approaches residents to gather feedback
- 02 Collected data are collated & analysed

- 03 Implement targeted programs to increase satisfaction level
- 04 Highlight areas of poor sentiments and identify root cause