



# Are We There Yet?

*A friction-free journey for the digital tenant*

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Who are we and what do we do?

**Mobile Working**

Tenant Portals

**Employee Workspace**

**Self Service Apps**

Smart Home Sensors

ERP Integration

Multiplatform

**Improve Service**

**Supporting People**

**Tenancy Services**

**Increase Efficiency**

**Estates Management**

Property Services

**Big Data Analytics**

**Reduce Costs**



A man with grey hair, wearing a dark pinstriped suit, white shirt, and striped tie, is looking towards a woman. The woman has long, wavy brown hair and is wearing a white button-down shirt. They are in a room with shelves in the background, possibly a library or office. There are blue speech bubbles overlaid on the image containing text.

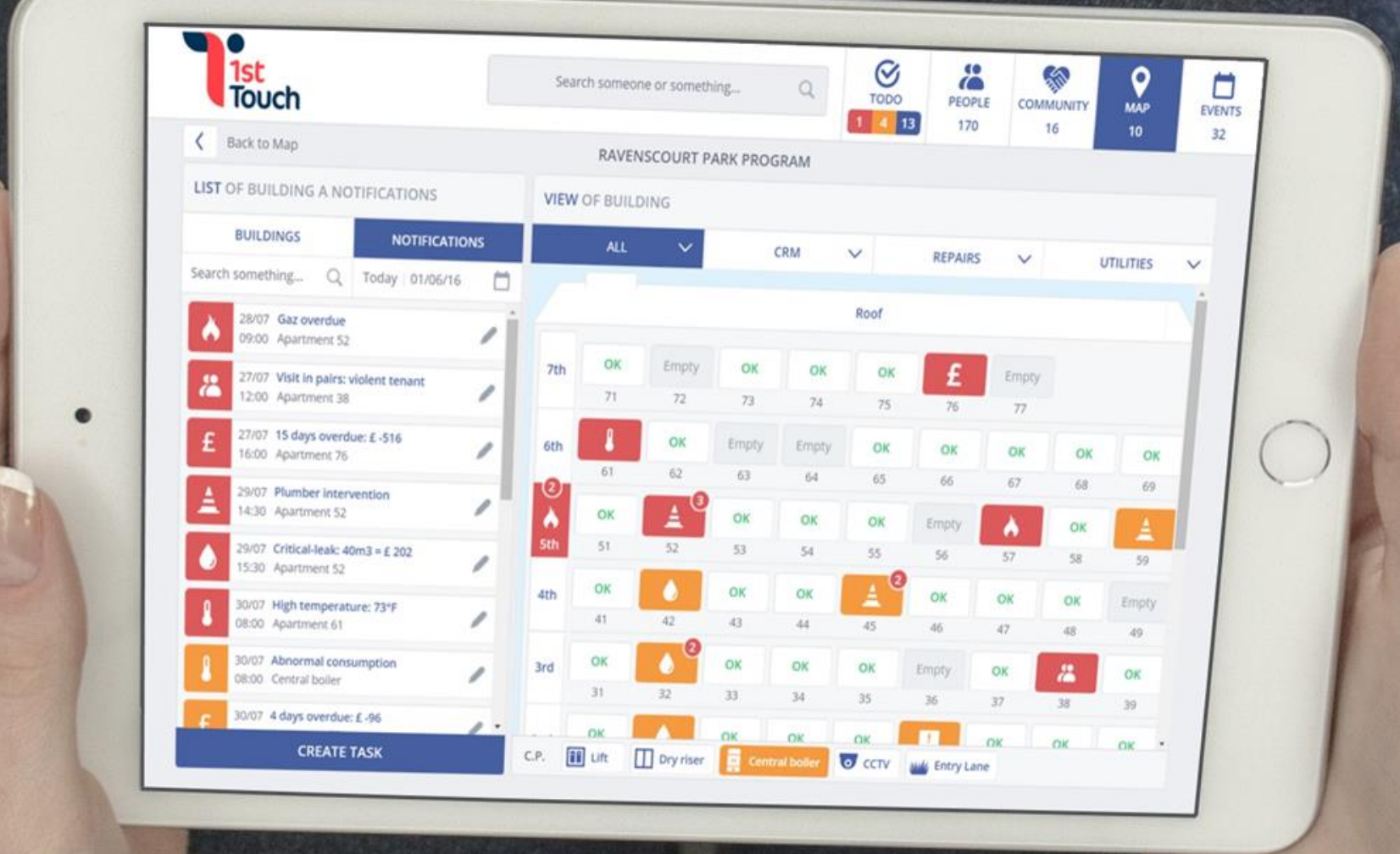
Let's talk about the future of 1st  
Touch

The Future?  
What is it?

It's a period of time that has  
yet to occur, but that's not  
important right now

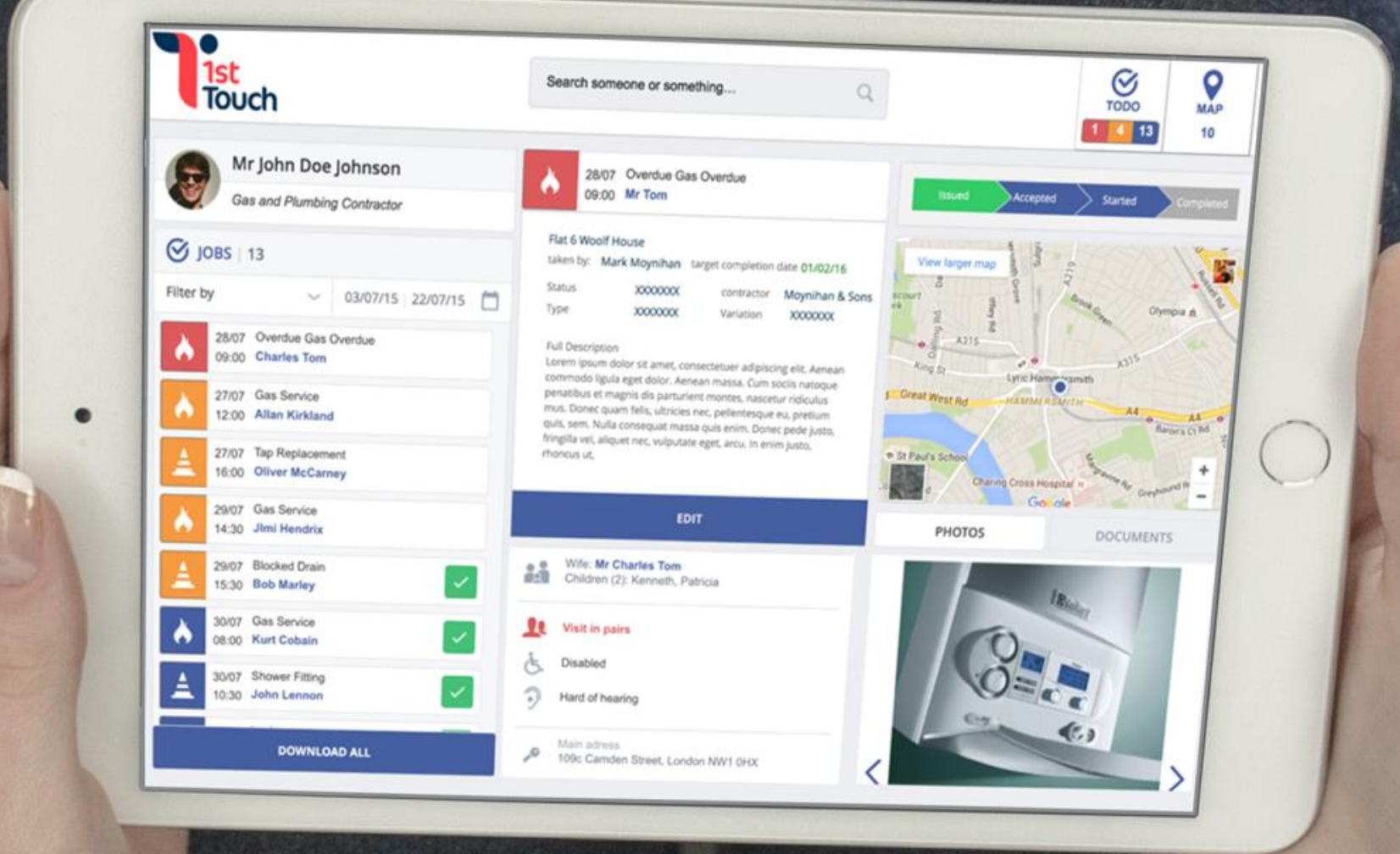


# 360° Building Relationship Management

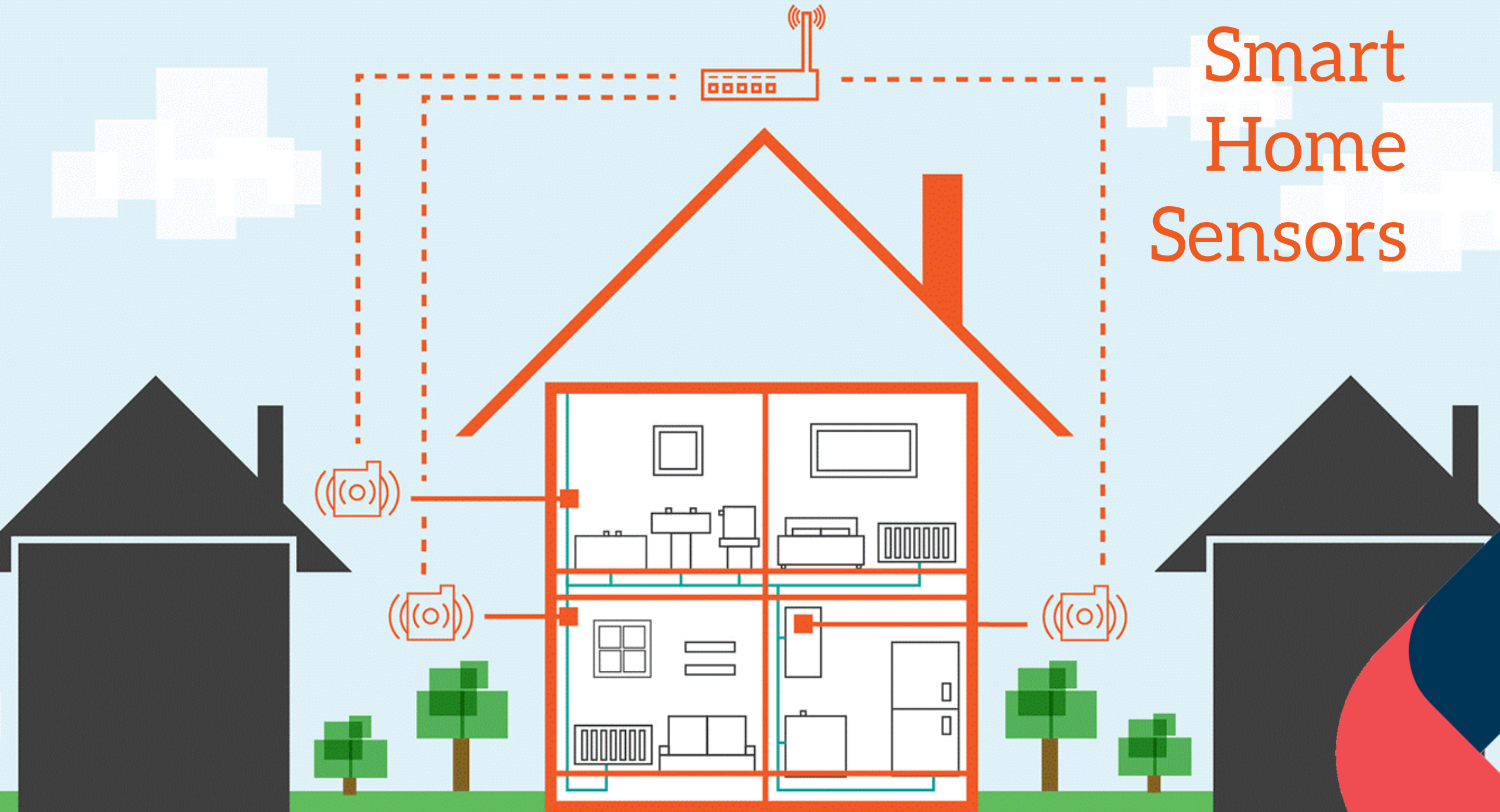




# 360° Supplier Relationship Management

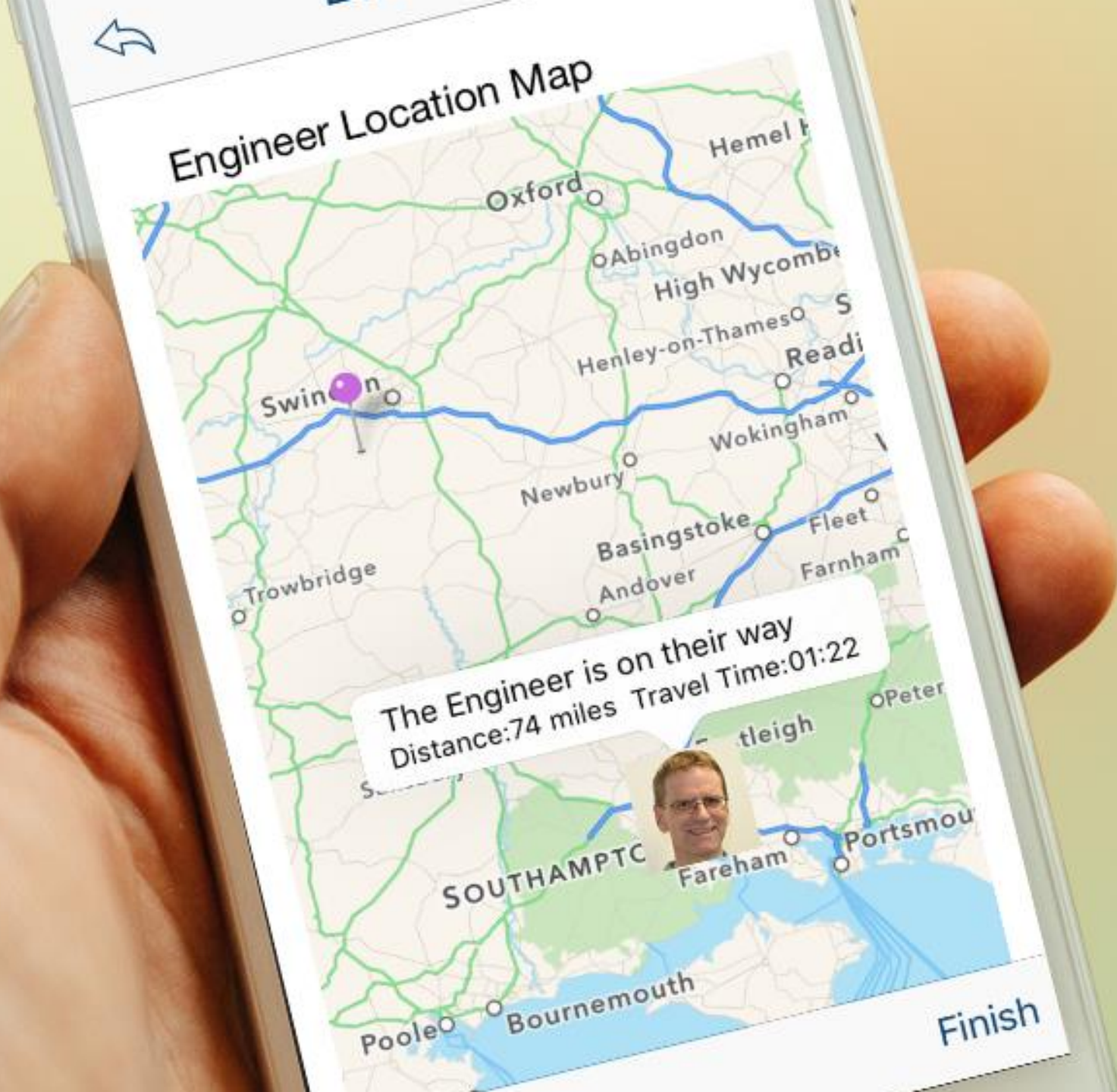


# Smart Home Sensors





# Enhanced Location Interaction





# Augmented Reality





# POKÉMON



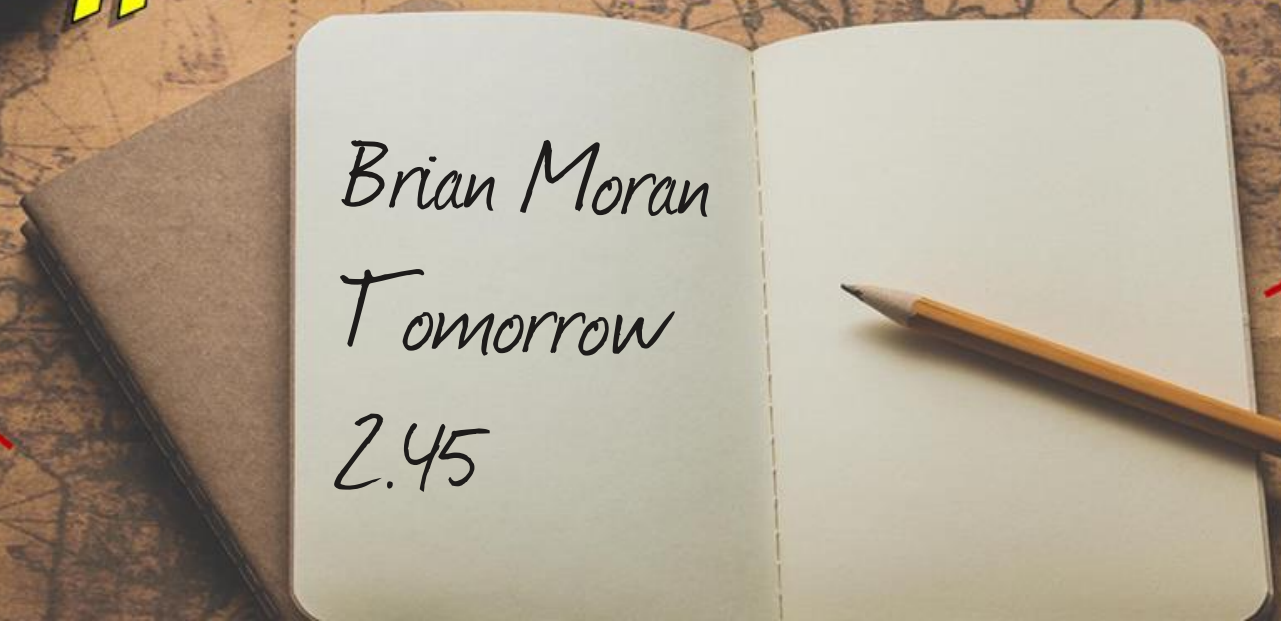
# Our Data Science Partner







# ADACTUS HOUSING GROUP & IST TOUCH: ADVENTURES IN DATA SCIENCE



Brian Moran  
Tomorrow  
2.45



A man in a dark tuxedo and white bow tie sits behind a wooden desk on a beach. The desk is positioned on a pebbly shore, with the ocean waves crashing behind him. On the desk, there is a vintage-style microphone and some papers. The scene is lit with a warm, golden light, suggesting sunset or sunrise. A semi-transparent orange banner is overlaid across the middle of the image, containing the text.

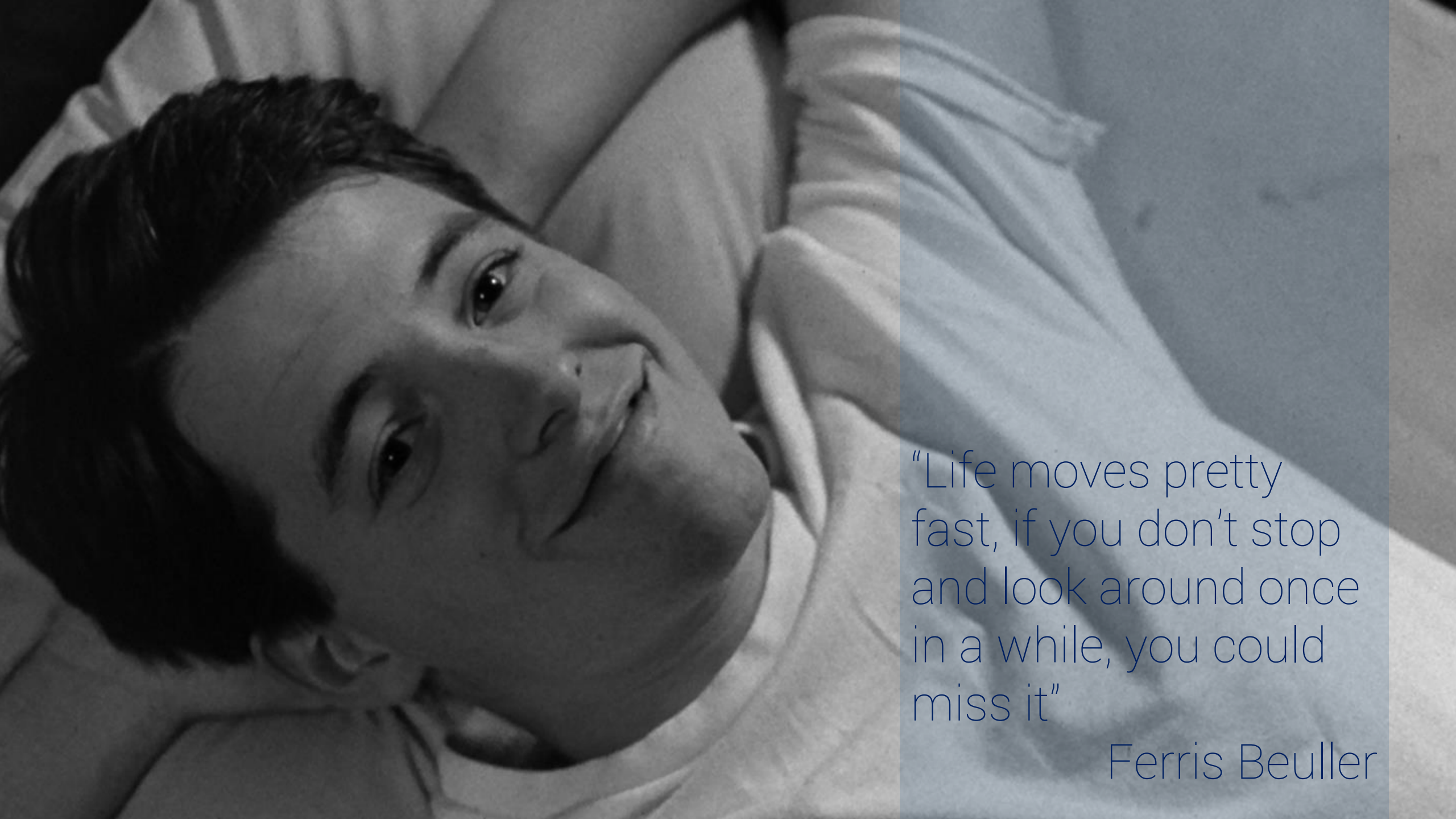
*And now for something completely different...*





We like  
*Shiny* things





“Life moves pretty fast, if you don’t stop and look around once in a while, you could miss it”

Ferris Beuller



Why Don't We  
Make Best Use of  
What We Have ?





**OLD GEAR**







**WE'LL GET BACK  
TO IT LATER**





Implemented  
software

Said:  
"We'll get  
back to it in  
Phase 2"

Years have  
past before  
you get back  
to it

Still not gotten  
back to it

**I DIDN'T KNOW I COULD  
DO THAT**



Record

Media Bin Library

Annotations

Transitions

Behaviors

Animations

Cursor Effects

Voice Narration

Audio Effects

Visual Effects

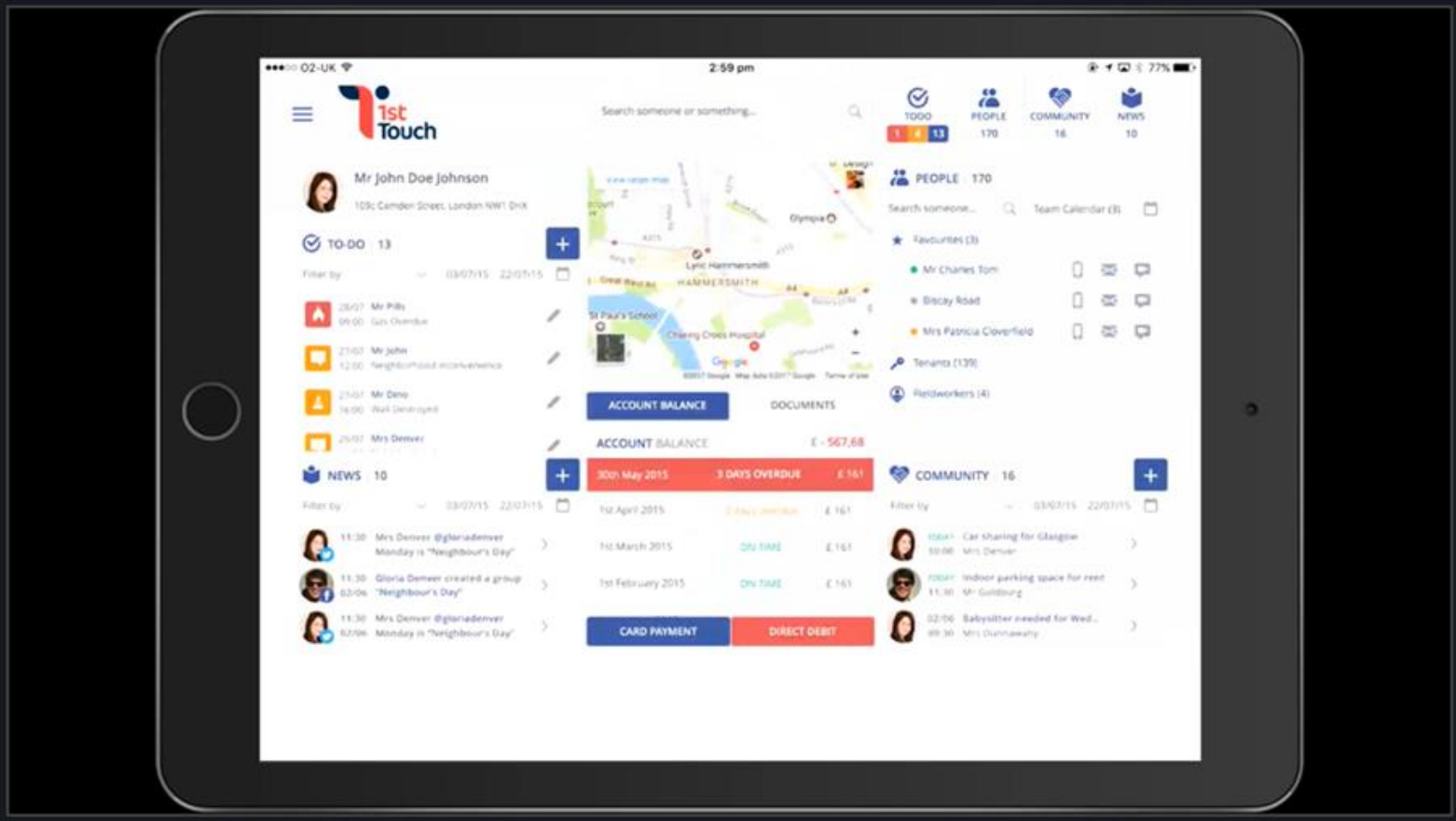
Interactivity

Captions

1st Touch 360 1

Narration 1m4a

Narration 2m4a



00:00:00 00:04:00 00:08:00 00:12:00 00:16:00 00:20:00 00:24:00 00:28:00 00:32:00 00:36:00 00:40:00 00:44:00 00:48:00 00:52:00 00:56:00 01:00:00 01:04:00

00:30:06

Narration 2

1st Touch 360 1

What Are We  
Capable of Right  
Now?







**TENANT REPORTS A  
REPAIR ON AN APP**



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**BOOKS A LIVE  
APPOINTMENT SLOT**

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**PROGRESS UPDATES ON  
TENANT PORTAL**

A diagram consisting of a vertical line at the top center, a horizontal line extending from the left edge to the left side of a bracket, and a bracket enclosing the text 'FIELD WORKER NOTIFIED OF THE TASK'.

**FIELD WORKER  
NOTIFIED OF THE TASK**

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**TENANCY AND TASK  
STATUS ON WORKSPACE**

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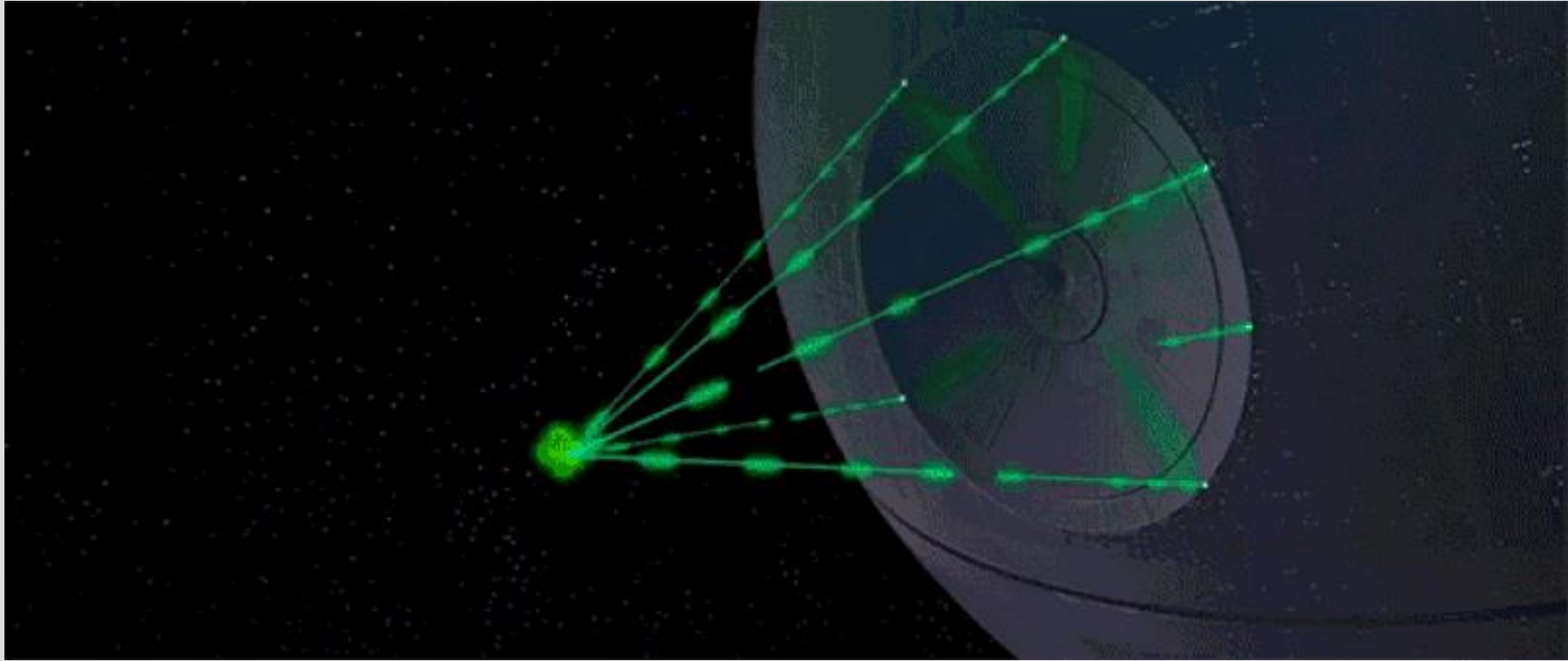


**COMPLETES THE TASK  
ON MOBILE APP**

**TENANT KEPT  
INFORMED  
THROUGHOUT**



# Time for a demonstration...





So...

...are we there  
yet?

Yes





Remember

2.45

Tomorrow:

✦ *Brian Moran* ✦





# Thank You


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