

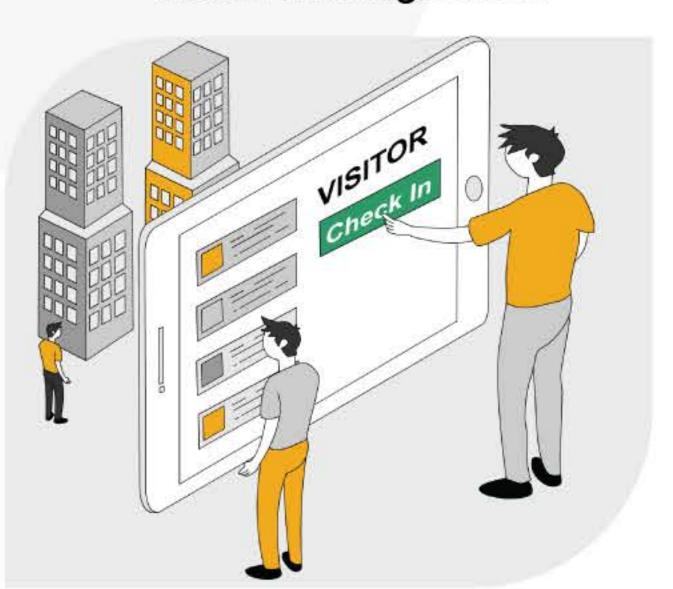
Helpdesk - 24\*7



Survey & Feedback



Visitor Management





Online Payment



Parking Management



Billing & Accounting

**Tenant Movement** 

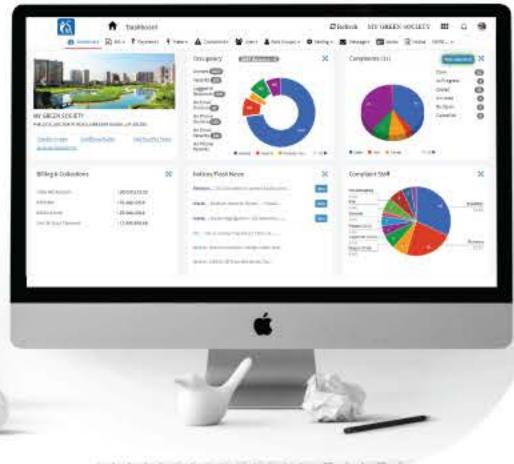
Maids Tracking

Notices & Circulars

**Inventory Monitoring** 

**Budget Tracking** 





Occupant App





#### Visitor Management System

- Visitor detail and photo captured
- Intimation to resident, accept/reject
- Pre-authorized guest pass
- Alert guard, if time exceeds
- MIS reports daily auto email



# Maids Attendance & Tracking

- Maids/ Staff detail & photo, document
- Track attendance through RFID, biometric, face recognition
- Alert to resident for entry/exit
- Real time attendance available on resident app
- Track card expiry & staff hire/release

## Complaint Management System

- Complete tracking and reporting of all helpdesk tickets
- Escalation matrix for management, auto email
- 24\*7 helpdesk through IVR system
- Rating of complaint resolution
- Message to technician & staff in Hindi
- TAT tracking, OTP enable closure, real time updates



# Notices & Circular

- · Real time information through Notices/ Circulars, Flash News
- Send Notice/ Email/ SMS to All / Cluster/ Tower / Individual
- Attachments support, acknowledgement report
- Notification to residents for ticket, bill, payment, visitor

# Pre-Paid Meter Integration

- Integration with smart meters
- Online meter recharge & consumption
- Energy dashboard, MIS
- Radius, Genus, Capital, Neptune, Crystal, PES, Ideal, HPL



## Inventory Management

- Track all stocks/Items in real time
- Warranty detail and auto reminders
- Alerts for low inventory
- Lot/ Purchase date wise balance



## **Automated Billing & Collection**

- Generate CAM, electricity bills with single click
- Residents can check their ledgers in real time
- Track dues & collection, send due reminder
- Cheque and online payment reconciliation
- GST/ TDS, charge wise reports, instant receipt
- Online payment gateway of customer choice
- Approval process flow for debit/credit
- Bill preview, Bulk import, cheque bounce handling



### My Society

- Society rules & guidelines
- Download useful forms
- Management/facility team detail
- Album for events



### Asset Management & PPM

- Preventive maintenance planner yearly/ monthly
- Track and alert on AMC/warranty expiry
- Alerts on PPM task, escalation notification
- Technician Dashboard today's/back log tasks
- DG usage and consumption monitoring



#### Panic Alert

- Emergency alert to security officer
- Direct call to security from app



#### Accounting

- Automated accounting, trial balance, balance sheet
- Income & expense, ledger, voucher
- Integration with ERP system like SAP/ Tally
- Bulk posting of billing & collection



#### Resident Master

- Single platform, excellent control
- Resident & tenant master directory
- Owner/tenant movement & history
- Parking/meter/handover detail



#### **Facility Booking**

- Check availability, club, hall etc.
- Book/cancel facility, alert to FM



### Mobile App

- Mobile app for occupant on iOS and Android
- Mobile app for Facility/Estate manager
- Mobile app for technician
- Mobile app for security visitor management



- Parking management
- Social club access control & attendance system
- Boom barrier integration & vehicle tracking

Helpdesk IVR number

9667887388

#### **Occupant App**









Facility Manager
App



Visitor Management App



**Technician App** 





**Our Clients** 























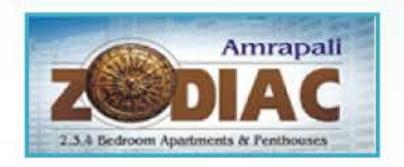




























Factech Automation Solutions Private Limited 4th Floor, F-07, Sector- 3, Noida - 201301



Marketing Office: 2nd Floor, Near Om Sweets, Huda Market, Sec 46, Gurgaon - 122003

