

# Value Proposition.



Property Operations. The way it should be.

## Core statement

Plentific empowers property owners and operators to gain control over their property operations. Our platform consisting of a software-as-a-service solution and a contractor marketplace brings together people, systems and operations across key repair, maintenance and compliance processes, while providing actionable insights.

## Positioning statement & solutions

With Plentific you will allow your teams, vendors, and residents to seamlessly collaborate and communicate within our platform and supported mobile apps. Plentific's real-time property solutions facilitate:

- Work order management (responsive repairs, planned maintenance, and voids)
- Resident engagement
- Supply chain management
- Internal workforce management
- Inspections
- Compliance management



### Repairs & maintenance

like routine, emergency and urgent repairs, or planned maintenance



### Voids and inspections

digital workflows and standardised reporting



### Vendor management

activities including procurement, credentialing, and payments



### Resident engagement

capabilities such as service requests and tracking repairs



### Compliance management

through standard & custom trackers and real-time assessments



### Internal workforce management

to keep your teams on the same page, at all times



## Effectively using Plentific to improve customer satisfaction

- Platform Housing Group started using Plentific in December 2022. Within 24 hours of going live, all 500 jobs posted on the platform as a first batch, received quotes from contractors on Plentific's marketplace. The first on-site jobs commenced within 48 hours.
- Since using Plentific, the average repair completion was reduced by 8 days, equivalent to a 26% reduction and the waiting time to secure customer appointments was slashed by 17 days.
- "The most significant benefit we've seen in using Plentific so far has been a net superior customer journey. These substantial improvements have undeniably had a positive impact on our customer satisfaction levels." - Louie Nesbitt, Commercial Team Manager.

## Value points



### Why Plentific?

#### Connected workflows

Unlike spreadsheets or manual notes, Plentific connects workflows in tasks such as repairs, maintenance, and compliance – all in real time.



#### Connected systems & data

Easily integrate Plentific into your current tech stack to enable data-driven decisions through actionable insights.



#### Connected workforce, residents & vendors

With Plentific, your in-house teams, residents and vendors can collaborate efficiently, in a single place, saving precious time and resources.



### How your organization benefits

#### Control

See all workflows in one place and have complete transparency of your housing stock, for better efficiency and quality of operations.

#### Visibility

Enable a golden thread of information that helps you stay compliant and ensure building and resident safety.

#### Synergy

Enhance productivity and accountability among employees and drive resident satisfaction.

## Measurement criteria

1

#### Business performance metrics

- a) Resident satisfaction (NPS scores and % increase)
- b) Net Operating Income (% increase)
- c) Corporate Risk Register (RAG - red/amber/green scoring)

2

#### Digital transformation metrics

- a) Number of systems to be maintained and accessed for end-to-end property operations
- b) Reduction in double-keying
- c) Degree of operations automation

3

#### Governance metrics

- a) Number of complaints (ext/int)
- b) Regulatory breaches flagged
- c) Number of fines issued or penalties

4

#### Operations metrics

- d) First-time fix rates
- e) Void times
- f) Repair backlog

## What does good look like?

Real estate management is complex and often disorganized. At Plentific we turn chaos into clarity with our unique, innovative, real-time property operations platform.

- ✓ Connected teams, service providers, and residents, while work order management is effortless.
- ✓ All the systems used on a daily basis are seamlessly in sync and unstructured data is consolidated for a unified view of the business.
- ✓ Repair and maintenance requests come directly from residents or operational teams, in-house technicians or contractors can be allocated easily, processes are automated, and collaboration is improved - all resulting in higher resident satisfaction and retention.
- ✓ Real-time access to the right data and analytics for insight-driven, strategic, and operational decisions.
- ✓ Inspections are carried out promptly, voids are minimised and all assets can easily be tracked for compliance.

[Click here to watch our explainer video.](#)

