



REAL-TIME COLLABORATIVE SERVICE MANAGEMENT IN **XAMPR**



Indonesia's Largest Real-Estate Developer

Subsidiary of Sinarmas Land Group of Companies, diversified property development across various sub-sectors: townships, residential, commercial, retail, industrial, hospitality and leisure in Indonesia, Malaysia and the United Kingdom

3 listed subsidiaries on Indonesia Stock Exchange, with a market cap of about \$3B; close to \$1B in operating profit.



Real-time service order orchestration for mall maintenance

- 10 malls, 20K tenants, several thousand service requests/month
- Tried implementing SAP & gave up; \$250K custom app abandoned as well
- 85% reduction in reopening of tickets



Just 4 dev months of **Xampr** micro-app effort, fraction of cost of custom app & GTM time



90% reduction in resolution time (by 15days)



100% audit trail and process adherence



Significant increase in customer satisfaction & higher employee NPS

SAMPLE WORKFLOW

Scheduled and unscheduled maintenance of assets



Impact

Reduced cycle time by over 15 days

- Improved Productivity
- Reduced pilferage
- Accurate Petty Cash Management
- Higher Customer Satisfaction
- Accurate history for audit trail
- Capture and report real time incident with details for faster decisions
- Mapping of responsibility and accountability and visibility into status completion of tasks

How it WORKS

Bringing teams and functions together to collaborate in real time in a flexible manner

- ✓ CAPTURE CONTEXT
- ✓ OPTIMIZE ON-THE-FLY
- ✓ TAILOR WORKFLOWS
- ✓ DELEGATE TASKS
- ✓ SUPERVISE, ACTION & AUDIT
- ✓ DRIVE ACCOUNTABILITY
- ✓ CLOSE FEEDBACK LOOP
- ✓ DRIVE PROCESS ADHERENCE



Dashboard with predictive analytics, AI on user behaviour unlocking future insights

AI & Analytics	Workflow Engines for customisation of rapid forms and template development	Customised templates for Big Scenarios
Optimized UX with a mobile-first approach	Integration- calendar, schedules, contact and ad hoc events	Role, responsibility, user and persona based access
Communication - API's, Workflows, e-docs, Enterprise Apps, Database, Servers		Secure, Reliable and Scalable Platform

01 REAL-TIME TRANSACTIONS	02 INCREASED PRODUCTIVITY	03 LOW COST OF INFRASTRUCTURE
04 TRUE CLOUD AND RAPID BUILT	05 PLUG N' PLAY WITH CONFIGURATIONS	06 ANYTIME ANYWHERE ACCESS

Mobilized IMPACT



INNOVATION AT THE EDGE

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