EASYTM

SERVICE + PLATFORM

Performance Control for Tenant Management

A structured Tenant Management and Facility Management service, backed by a digital platform with automated workflows, designed to enhance operational efficiency, tenant satisfaction, and full control over every maintenance and service activity.

- RE Funds & Asset Managers
- Property Manager
- Facility Manager

Zero-Delay Maintenance

A Service Request Ticketing system configured for every type of maintenance activity. Automated SLA tracking, real-time escalation alerts. Every issue is managed from report to resolution in a single workflow.

Tenant Management

Structured tenant communication with complaint and request tracking. Contacts, interactions, satisfaction surveys, and feedback all tracked. A single hub for Tenant, Property, and Facility data - the full picture of the service.

Real-Time Decision Dashboard

Centralized KPI monitoring: ticket aging, SLA performance metrics, cost analysis. Every inspection completed, every report accessible - no detail is left out. Full transparency for control at every level of the maintenance process.

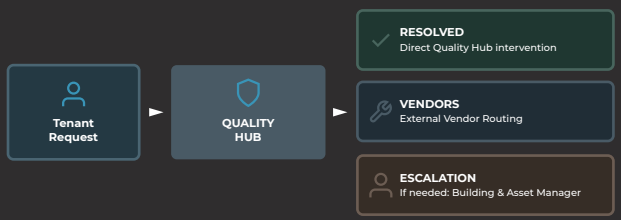
Operational Cycle Digitization

From inspection to reporting: full traceability of every action taken. Total control - including what is often missing: photos, documents, and notes collected during maintenance visits.

Without the right tools, you face legal exposure, GDPR non-compliance, and audit failures.
Unencrypted personal data in emails, untracked communications - every unstructured process is an open vulnerability. In the event of an audit or GDPR inspection, the lack of an integrated platform turns routine operations into difficult-to-defend legal liabilities.

SLA	24/7	Real-Time	By Design
CONFIGURED FOR EVERY ACTIVITY	TENANT PORTAL ALWAYS ACTIVE	ALERTS FOR OVERDUE & COMPLAINTS	COMPLIANCE GDPR

QUALITY HUB FLOW



ISSUE MANAGEMENT WORKFLOW

1. Tenant Report via Portal or Quality Hub
2. Ticket Opening & Priority/SLA Assignment
3. Vendor Assignment & Intervention Planning
4. Execution, Photo Documentation & Verification
5. Ticket Closure & Tenant Feedback

Higher tenant satisfaction | Maintenance under control | GDPR By Design | Data-Driven Decisions | SaaS accessible anywhere

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