

How do you achieve a more efficient property and asset management with less expenses?

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## Foundations

- Experiences
- Trends
- Then and now
- Tools

## Research question

As a (technical) asset manager, what can I do to uphold and improve the condition of my portfolio, if I also want to save money?

# Issues

- Wasting time
- Aggravation due to bad communication
- Incomplete management software
- No 'first-time fix'

# Fun facts about The Netherlands

# SIMONE

- Number of rental residential properties  
(2/3rds are of housing associations) 3.300.000
- Number of annual repairs 4.700.000
- Costs for Customer Contact Center per annum € 15.400.000
- Costs per repair request € 3,28

Reduce costs per request to **€ 1,16!**

A saving of **65%!**

## In an ideal world...

- ... devices do not break
- ... repairs are not necessary
- ... there is proper communication
- ... there is enough time
- ... we help each other
- ... we borrow each other's devices
- ... there is no waste

## Today's solutions

- 'First-time fix' → less fte's and more efficiency
- Efficiency → customer satisfaction and cost reduction
- Cost reduction → sustainability and budget for innovation
- Innovation → error-free communication

# S1MONE

I MAKE PROPERTY  
MANAGEMENT EASY

I'm S1MONE. It's a pleasure to meet you! I connect objects to QR codes to make it easy for users to send maintenance reports through their smartphones.







## S1MONE can be connected to:

- residential real estate (houses, student housing)
- commercial real estate (office buildings, multi-company concepts)
- assets and objects in public spaces (government and communities)
- new-build real estate (before completion)
- construction products when dismantling for circular use

## Conclusions and reflections

- Poll results
- Any questions?



# S1MONE

Thank you for being here today and for your attention!

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