# PARTNERED WITH THE WORLD'S LARGEST COMMERCIAL REAL EST. SERVICES AND INVESTMENT FIRM DEVELOP AN ASSET DATA COLLECTION APP FOR SEAMLESS CUSTOMER EXPERIENCE ACROSS ⸻ GLOBAL ACCOUNTS.

ABOUT THE CLIENT

The client is the world's largest commercial real estate services and investment firm. They have thousands of facilities management and engineering & technical professionals across the globe, helping enhance workplace environments and improve efficiencies by providing global consistency of service combined with locally tailored, customizable solutions.
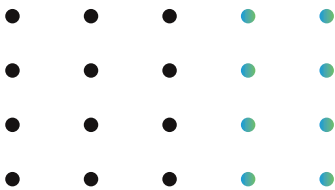
THE NEED:

Data Collectors used the ADC (Asset Data Collection) app to capture asset data for real estate, which our client manages for several customers. Our client developed the ADC app and maintained separate instances for each customer. The scope of the development was to enhance the existing "Asset Data Collection App" and build a single instance of the app that caters to all the Customers. The upgraded app would enhance customer experience, business efficiency and business lines around the globe while keeping the core operations untouched. It will provide the ability to drive new services (Barcode reader, scanner) by which asset data will get read automatically, and the application features (Online/offline) will deliver a seamless customer experience across all global accounts.

THE OBJECTIVES OF THE PLATFORM

A single digital mobile application for Enhanced Customer Experience and Engagement

All customer accounts of our client should log into the same application

Database design should be extended to provide customers as the top-level hierarchy
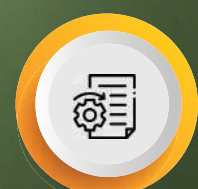
Provide a facility for the user to select the Customer group to which they are a member to further use the ADC application

Attributes for collecting asset information should be standardized for all customers

The process of Data Collection and Verification should be standardized for all customers

Capturing detailed asset information and incorporating the verification process of collected information to minimize errors while collecting asset information.

THE JOURNEY

Happiest Minds worked collaboratively with the customer. Functional and technical knowledge sharing sessions were conducted to understand the challenges on the ground and expectations from business, using Happiest Minds mindful design thinking framework. The client brought the strategic business context & domain knowledge and, Happiest Minds provided the digital expertise around platform engineering, technology, and most importantly, the Customer Experience.

We followed a persona-driven approach to ensure that we understand not just the platform users but the actual (Data collectors /Verifiers/Admins) people and their expectations to ensure they adopt and accept the platform. We had several discussions with our client's product owner and architects for the functional and technological implementation of solutions to make the platform/application more responsive and user-friendly.

Data Collector and Verifier

Associated to one or many Customers.

The same user will perform the actions of data collection and verification

Actions on the App include:

Selecting Building

Capture New equipment data

View Existing Equipment list

Verify the asset data

Mark Asset as 'Ready for Verification'

Mark Asset as 'Verified'

Mark Asset as 'Not Found'

View correction log

Administrator

Associated to all the Customers as they are onboarded

Action on the app includes

**Access all Customer Groups**

Adds/removes users from the Customer groups
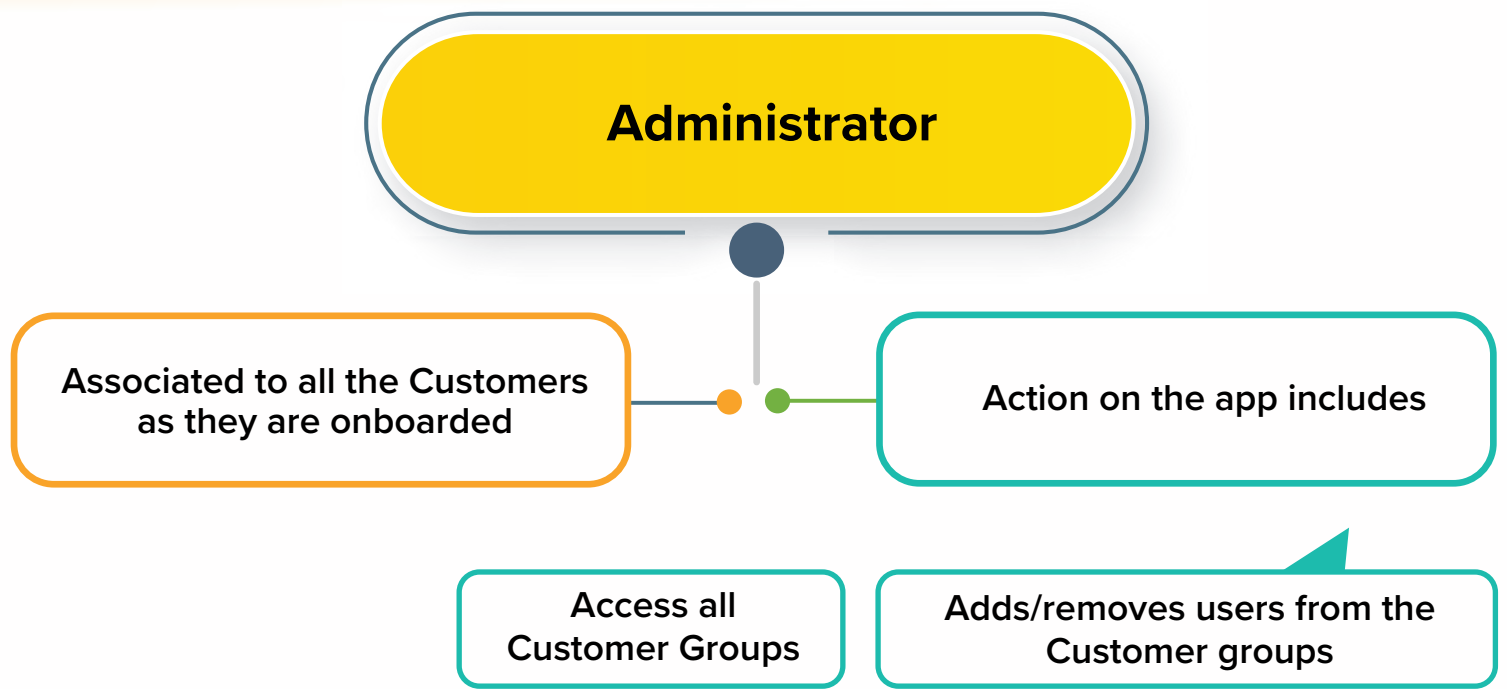
An Administrator can be an Asset Data collector & Verifier and Vice versa. The user's role will be derived from the Customer group the user belongs to.

Note:

Another Persona is Verifier at the backend. This is outside the scope of the app.
Their role is to verify the downloaded ADCT template and signoffs to be sent to SI7.

Data Collector And Verifier

Customer

Customer

Administrator
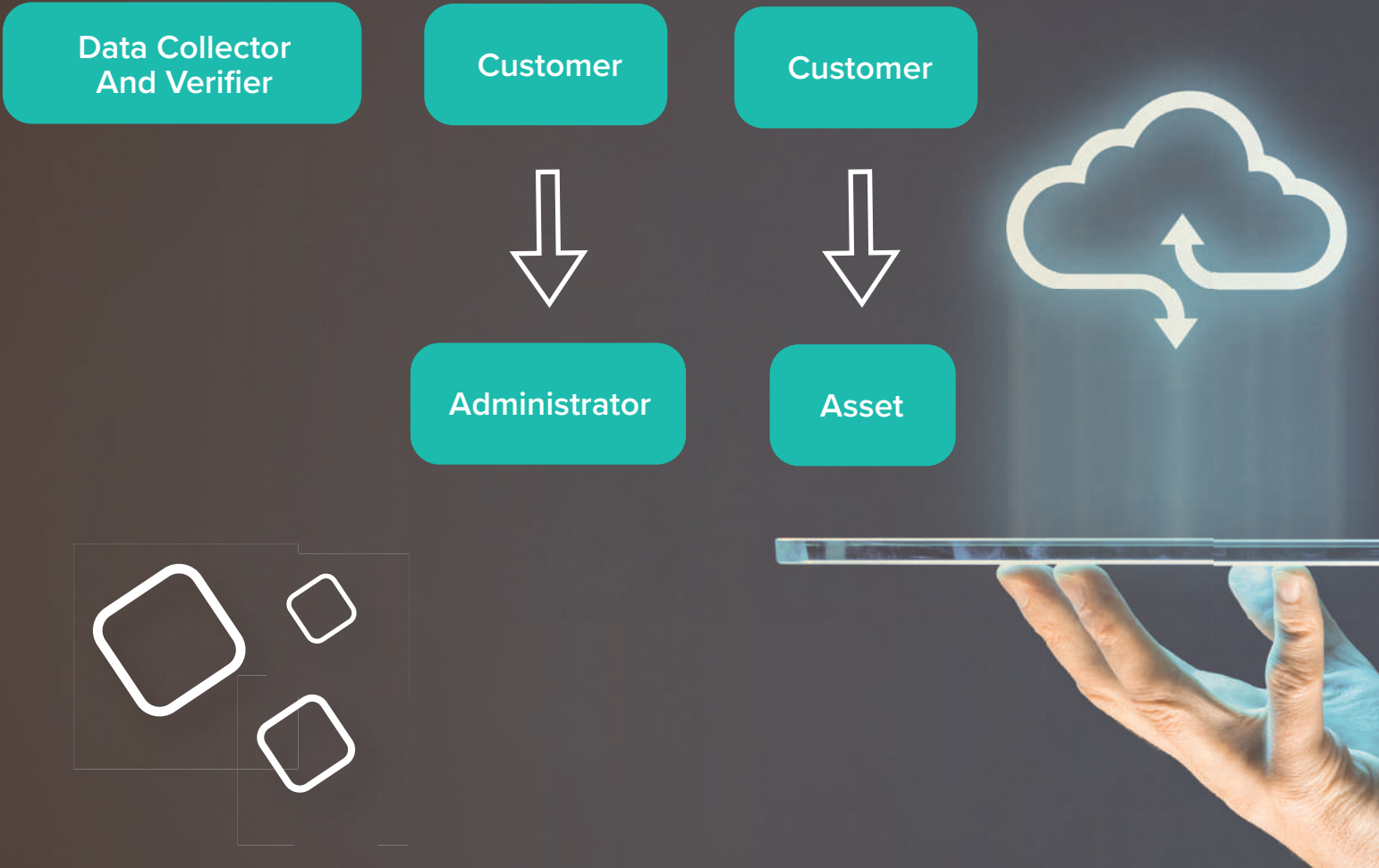
Asset

BY DIGITAL CAPITAL DELIVERED

A single instance of the Asset data collection application for all Customers enabled easy maintainability and promoted the solution's scalability

250+ business users use the application

The application can generate a downloadable format of asset data information in the required format and can be sent to SI7 without any delay. This will avoid multiple checks and overhead

User/Customer administration can be done through the application now

The application is multilingual (English, French, Spanish, Portuguese)
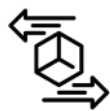
A standardized data upload template has been provided to the customer to avoid data discrepancy while uploading

Enabled customers with faster and more automated data capture while using the application

Faster onboarding of the customers

Improved scalability, performance, and security. Application has default SSO security for the customers to leverage Scalable, Multi-Client, Multi-Tenant, secure platforms to drive business efficiency

ABOUT HAPPIEST MINDS

Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics/drones, security, virtual/augmented reality, etc. Positioned as 'Born Digital . Born Agile', our capabilities span digital solutions, infrastructure, product engineering and security. We deliver these services across industry sectors such as automotive, BFSI, consumer packaged goods, e-commerce, edutech, engineering R&D, hi-tech, manufacturing, retail and travel/transportation/hospitality.

A Great Place to Work-Certified™ company, Happiest Minds is headquartered in Bangalore, India with operations in the U.S., UK, Canada, Australia and Middle East.

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