IMT TECH

ECOSYSTEM

— SIMPLIFIED

About Us

Our Mission

Foster communities through web-based and mobile solutions.

IMT TECH

Our Vision

Be an essential and critical resource for people to reach out, form better communities & to communicate effectively.

Technology Collaboration

✓ **Standard Product**

- Residential and Commercial Properties
- Investment Platform
- Retail Platform
- Project Management
- CMMS
- Asset Management

✓ **Bespoke Development**

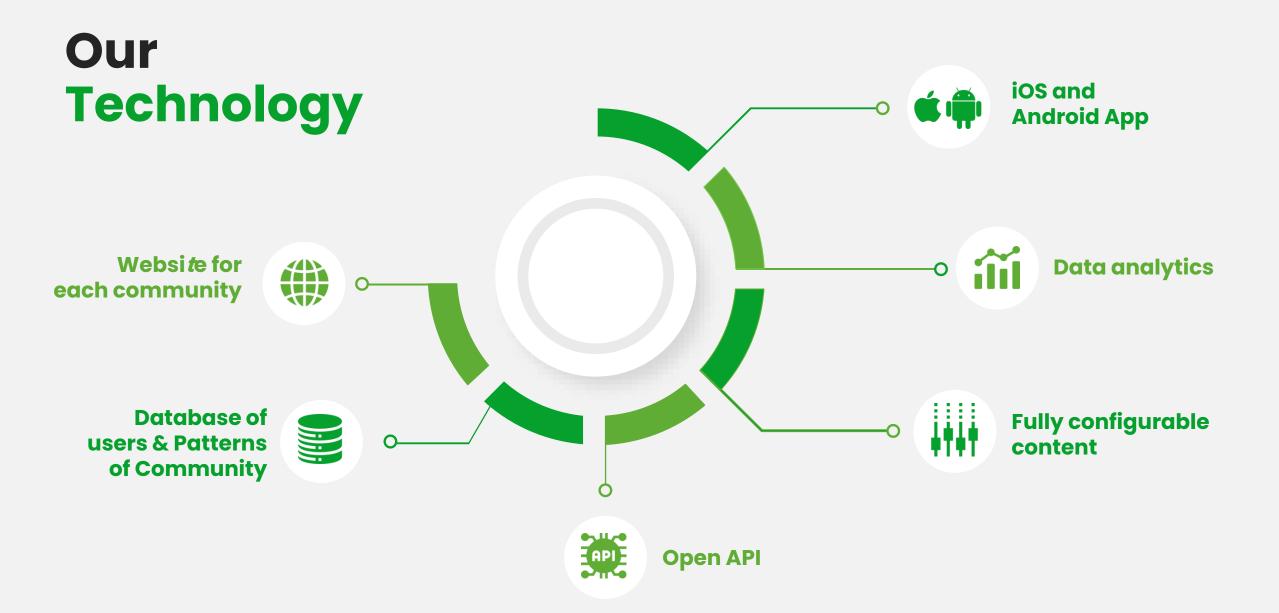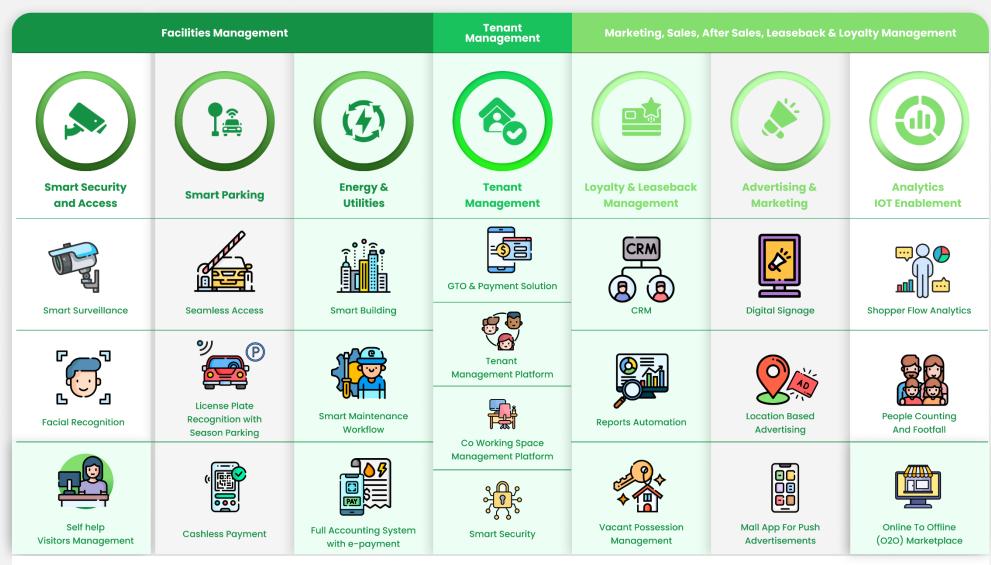# Some of Our End – Users

Some of Our End – Users

Our
Technology

iOS and
Android App

Data analytics

Website for
each community

Fully configurable
content

Database of
users & Patterns
of Community

Open API

Enhance Your Property Services Today

Facilities Management			Tenant Management	Marketing, Sales, After Sales, Leaseback & Loyalty Management		
Smart Security and Access	**Smart Parking**	**Energy & Utilities**	**Tenant Management**	**Loyalty & Leaseback Management**	**Advertising & Marketing**	**Analytics IOT Enablement**
Smart Surveillance	Seamless Access	Smart Building	GTO & Payment Solution	CRM	Digital Signage	Shopper Flow Analytics
Facial Recognition	License Plate Recognition with Season Parking	Smart Maintenance Workflow	Tenant Management Platform	Reports Automation	Location Based Advertising	People Counting And Footfall
Self help Visitors Management	Cashless Payment	Full Accounting System with e-payment	Co Working Space Management Platform	Vacant Possession Management	Mall App For Push Advertisements	Online To Offline (O2O) Marketplace
			Smart Security			

highlighted ⬤ **IMT Core System** **(*In Collaboration with Partners)**

Some of our **Partners**

Cloud Service For IOT

01. iCommercial

Commercial Property Management System

(Shopping Malls, Retail Outlets, Office Buildings, Developers, etc.)

Leasing & Tenancy

Asset & Inventories

Accounting & Reporting

DLP Management

Integration with BEMS Systems (inc. Lighting, HVAC)

Fire & Safety

Access Control

Security, Surveillance & Monitoring

Parking Management

Video Surveillance

02. iResidential

Residential Property Management System

(Service Apartments, Condominiums, Apartments, etc.)

Residents Auto-Billing

JMB Account & Reporting

Asset & Inventories

Facilities Booking

Integration with BEMS Systems

Efficient Energy Management

Access Control

Security, Surveillance & Monitoring

Fire & Safety

03. iStay

Hotel Reservation & Management System

(Hotels, Service Hotels, etc.)

Reservation & Booking

Billing & Customer Care

Asset & Inventories

Integration with BEMS Systems

Automated Concierge - Check-in/out

Room Access & Lighting Controls

Security, Surveillance & Monitoring

Fire & Safety

Front-End Cloud Services

IMT CLOUD

Back-End Cloud Services

BMS / EMS   **FMS**   **IoT**   **Automation**

3rd Party Integration

The Product **Modular Service**

IRESIDENTIAL /ICOMMERCIAL / ASSET MGMT	Strata Management	Remote Management	Service Delivery	Facility Maintenance	Smart Cities
Community Portal/App	✅		✅	✅	✅
Property Accounting	✅		✅		✅
Contact Center			✅	✅	✅
Job Scheduling	Optional	Optional	✅	✅	✅
Asset Maintenance	Optional	Optional		✅	✅
Building Dashboard		✅		✅	✅
Multi-language Support	✅	✅	✅	✅	✅
iDefects	✅	✅	✅	✅	✅
	Strata Owners	Building & Critical Assets	Residential Owners &Tenant	Office Occupants	Ecosystem

iMaintain

Asset
Management

- ✓ **Service Desk/Work Order**

- ✓ **Maintenance Management**

- ✓ **Inventory Control**

- ✓ **Contractor's Management**

- ✓ **Asset Control**

System Architecture

Shared Cloud Based Business process and Application Level

Application/Database Servers X 2

API/Scheduler/Rules/AI Monitoring (Smart Apps)

CA/PKI Security Management Servers

Future instances to scale up

Network/ Communication layer

Device Management Servers/ /MQTT Servers

IMT Tech End Customers App/Web Servers – Asset / Customer Management for Metering/ Substation/Smart Access

Firewall

Firewall

Homes/ Buildings / Substations

WIFI/4G/eSIM network

Gateway

Smart electrical meter

Door-Mount Magnetic contact

Electrical Box

Surveillance Device

Electrical Box

Device

Communications Solutions

Solution Architecture

SOLUTION Infrastructure Centralize

SOLUTION USER INTERFACE (PRESENTATION LAYER)

| Customer Service/Technician | Supervisors | Operation Managers | Management | Specialized Web services, GUI Description Language |

BUSINESS LAYER

Intra-Modules user interfaces

| System Config. | Decision Support | Process Monitoring |

Workorder Management Monitoring user interfaces (Reports)

| Mgmt | Assets | Inventories |

Application Services Layer (Sites monitoring)

Web Service Layer (Web server)

Data Persistency Layer - Database Management System

COMMUNICATION ENGINE

Reports Engine

| Long Term Preservation | Data Store | Metadata Inventories | User Roles Authentication |

OPERATING SYSTEM & BACKUP SUPPORT LAYER (LINUX/REDHAT)

Defects
Management

Track - Organize - Analyze - Monitor - Sign Off

A collaborative system for you to track, organize, analyze, and monitor defects in properties.

Our system helps automate defects escalation and ensuring resolution of effective defects management resolution processes.

Owners can submit and monitor the progress of their own unit's defects and rectifications which require developer's action. All posted items, will be generated into a defects clearance form, for signing off upon the completion of works.

✓ **Capture Image**

✓ **Receive Update On Work Progress**

✓ **Receive Update After The Defects Are Rectified**

Defects Management

Form

Standardization of all letters posted out with the letter template generator.

Reports

- Defects Aging as well as status of all defect. tickets generated.

- Booking times of all VP as well as Inspection.

- E-Forms for signing off.

- Project Team Report.

Notifications

Portal apps have a standard notification on the change of status every time the Customer Service updates works in the ticket as well as notification for updates on the Vacant Possession appointment time and Pending Final Inspection.

Booking

Owners can view their assigned booking time and view announcements from Customer Service in regards to their properties.

Status update for owners

Upon posting of defects, Customer Service will track and update the status of defects item.

Defects Management

Defect Entry

Owners can post defects by taking a picture and enter defect items in the Self Care Apps or Desktop version. Customer Service is then able to update defect entries from the backend Admin as reports of all defects centrally.

Contractor Login

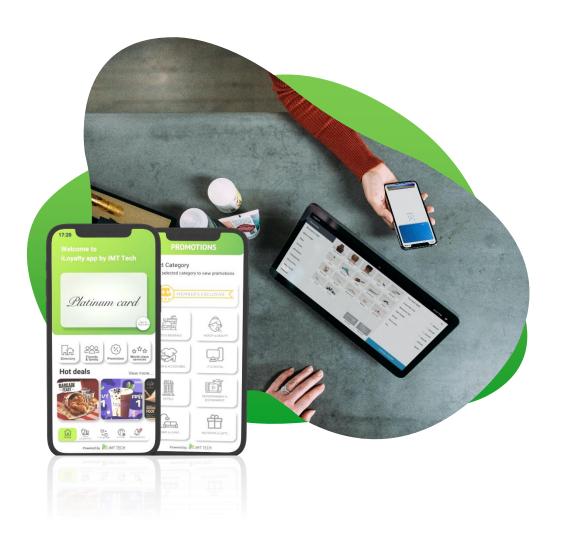Contractor's Login to update status of default items

Defect Item

All defect attachments posted is generated into an e-defects clearance form, for owner sign off upon the completion of works.

Completion and Sign Off

Sign off will be with a final inspection with the Customer Service/Project Team to close the ticket raised. Posted items will be kept for future reference as well as the Service Level of Agreement.
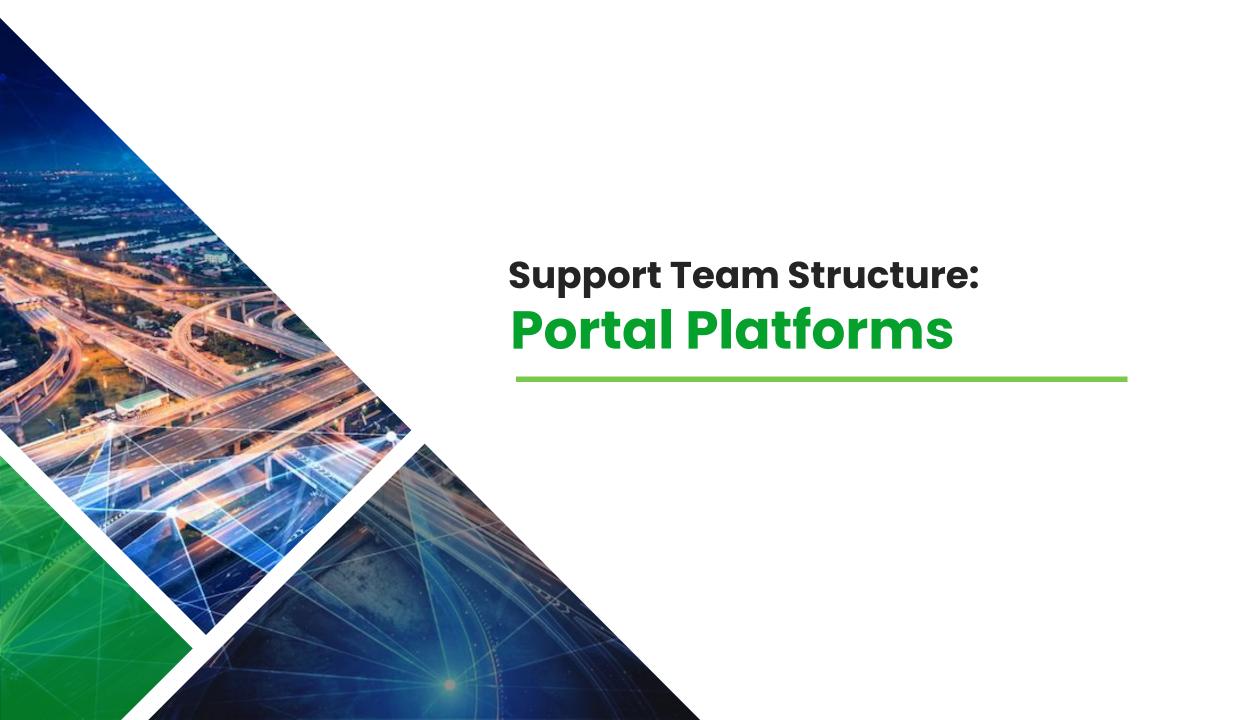
Customer Relationship Management

- ✓ **Loyalty Program**
- ✓ **Defects Management**
- ✓ **Building Progress**
- ✓ **Referral program & integration**
- ✓ **Progress Payment**
- ✓ **Documents Transfer**

Support Team Structure:
Portal Platforms

Support & Uptime

Department	Phase 1		RESPONSE TIME
IMT **Network Monitoring Centre**	**Client Downtime?**	Account Manager receive alert on server status from system. ST to perform standard checking & inform IMT on the problem ***ST Support Team**	**As and when necessary**
	Phase 2		**RESPONSE TIME**
	Server Problem?	ST perform 2nd level diagnostic	**1 Hour**
		Identify problem: Software or Server/Network related	**30 Minutes**
		ST verify & confirm the actual problem related issues. Perform 3rd level support if software.	
		ST to escalate to Sys Admin to perform troubleshoot server issue	**30 Minutes**
IMT **Tech Department**	**Phase 3**		**RESPONSE TIME**
	Software Problem?	**Response to problem remotely**	**Within 2 hours**
		Service restoration by software reload	**Within 8 hours**
		If resolved, **IMT** to inform Client; any bug fixes will be applied later	**Within 72 hours**

Products & Service Security Certifications

SAS 70

✓ **Internationally Recognized**

✓ **External Auditing Standard**

✓ **Assessing the effective operation of process**

✓ **Controls and security environment**

Management Accountability
Management have Visibility and Ownership

Determine Accurate Results
End to end process is controlled

Process Controls
Staff know how to perform the process

Security Policy
Systems and date are thoroughly secured

SAS Type II Compliance
Independent accreditation brings peace of mind

Thank You
Contact Us

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