



## Modernize Property Tenant Engagements with Wipro's Self-Service Platform

Our SAP-based online solution gives tenants a digital platform for performing essential tasks and allows property owners to better manage contracts and renewals.

### Introduction

For real-estate companies, the need to strengthen operations and build trust with tenants is driving the development of digital transformation initiatives. To keep up with tenant demands, online self-service platforms allow tenants to digitally manage their accounts while enabling companies to offer real-time facility updates and foster a greater sense of community. Wipro's Tenant Self-Service Management solution, based on the SAP Business Technology Platform, puts these advantages in reach, resulting in better tenant engagements, streamlined payment processes, and reduced costs.

### Key Takeaways

- Facilitate and manage all tenant interactions, documents, contracts, and renewals from a single platform that's available as a mobile app and enables real-estate companies to gain valuable new customer insights.
- Increase tenant retention, reduce vacancies, and improve customer satisfaction by 20% through enhanced tenant experiences and empowerment.
- Reduce maintenance and rent-ready costs by enabling tenants to report service requests earlier and faster.
- Lower implementation costs and achieve a low total cost of ownership (TCO) for the solution due to SAP standards and best practise adoption.

**Accelerate the service process and reduce costs with an omnichannel self-service solution designed to modernize accountmanagement and service procedures.**

## Key Benefits

- Reduce costs by up to 20% through tenant self-service enablement and increase tenant retention.
- Adopt and deploy the solution in a few weeks and quickly transform tenant experiences.
- Enable tenants to safely and securely manage new contracts and renewals, review past payments, make new payments, and receive alerts for delayed payments on a smartphone, tablet, or computer.



## Features

- **Communication capabilities**  
The Tenant Self-Service Management solution offers an efficient means of managing interactions and service requests, giving tenants the ability to send communications to portfolio managers, check previous interactions, and raise and track service requests.
- **Contract management services**  
The solution's Contract Cockpit enables users to view contract details and invoices, check for next payment dues, pay rent, and receive alerts and updates from the real-estate company.
- **Mobile functionality**  
No matter the mobile device, tenants receive a consistent omnichannel experience across laptops, tablets, and phones with easy accessibility to the mobile app or web-based platform.
- **Integration compatibility with SAP applications**  
Built on SAP, the solution can be easily integrated with SAP RE-FX, SAP C/4HANA, and SAP S/4HANA for customer management.

**Maintain a healthy bottom line and meet tenant needs with and superior omnichannel experiences.**

**Wipro Limited**  
Doddakannelli,  
Sarjapur Road,  
Bangalore-560 035,  
India

Tel: +91 (80) 2844 0011  
Fax: +91 (80) 2844 0256  
**wipro.com**

IND/TBS/JAN-DEC 2021

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio

of services, strong commitment to sustainability and good corporate citizenship, we have a dedicated workforce of over 190,000, serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information, please write to us at **info@wipro.com**