FEATURES

Your integrated tenant engagement solution for every property

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🌐 www.elogs.co.uk/occupier-portal/

Occupier Portal

Facilities Services

CAFM⁺ Service Desk
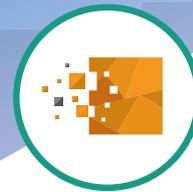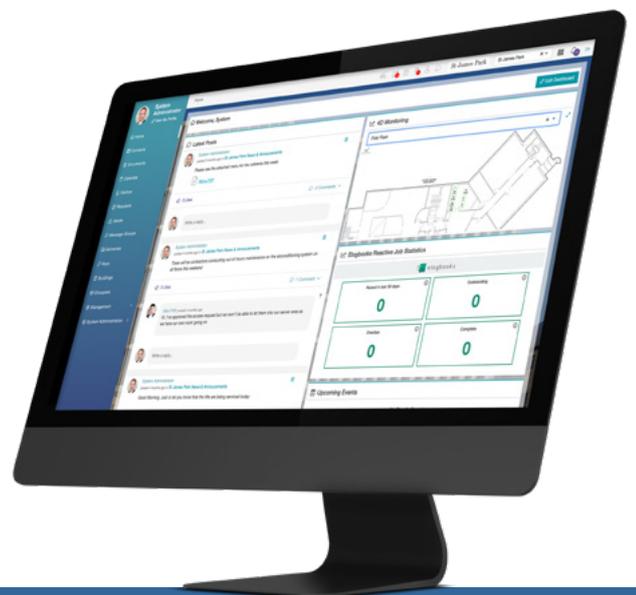
elogs **Occupier Portal**

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Occupier Portal

The Occupier Portal from Elogs enables you to enhance your tenant experience and reap the benefits of better communication between occupiers and building staff.

Our solution is designed to cater for every building whether large or small, residential, or commercial, and to extend the reach of Facilities and Customer Experience teams.

The intuitive and customisable platform is fully integrated with Elogs existing Computer Aided Facilities Management (CAFM) software and Service Desk meaning you can achieve significant enhancements without heavy investment and ensure any issues raised within the building are handled, monitored, and tracked through to completion.

Occupier Portal allows you to connect with building occupiers to assist in facilitating everyday building management activities, as well as helping to create an additional sense of community and wellbeing.
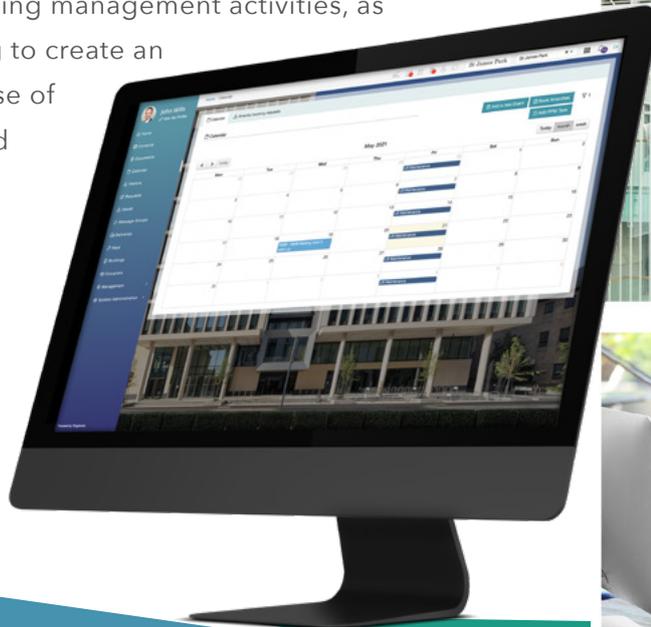
Feature Breakdown

Contact Information

Share important information with tenants via the **Contacts** module such as details on staffing and rotas so that occupants always know who the best point of contact is when they need assistance.

Community and Engagement

Our **Message Groups** feature takes the familiar structure of online social tools and allows Building Staff and occupiers to engage with each other. Fully configurable, this solution allows you to maintain control, or allows your occupiers to form and moderate their own communities. You can also use this feature to promote local events or offers from local businesses.

News

The **Latest Posts** widget on the Dashboard provides a live news feed ensuring all occupiers are well-informed of building announcements and news. You can also use the Important Messages feature to notify by email, force a pop-up box, and to track engagement of who has seen the message.

Document Sharing

The in-built **Documents** feature allows you to easily share important documents with your tenants, from statutory certification right through to equipment instruction manuals. It also makes it simple to request important information directly from your tenants and can send automatic reminders and request updates on your behalf if Required Documents have not been submitted.

Events

Inviting occupiers to attend and participate in Events can create a fantastic sense of community within your building. The **Calendar** tool allows you to create and advertise your event, and track engagement giving you foresight of who is likely to attend. This might be a social event, a charity day or even an annual tenant meeting.

Amenity Bookings

This fully flexible booking system allows you to create, categorise and schedule the use of your building's amenities through a simple **Calendar** interface. This could include car parking spaces, loading bays, meetings rooms, bike storage or any other amenity you wish to create for your staff, tenants, or visitors to book.

Visitor Management

With the integrated **Visitors** module, you can keep track of who is attending your building and prepare for any upcoming guests. Visitors can sign themselves in using our contactless 'KIOSK' registration tool presented via touch screen, or your front of house reception staff can manage this interaction through the web platform which includes the ability to print visitor badges and notify the host that their visitor has arrived on site.

Requests

The **Requests** module allows you to build default templates that assist in managing everyday processes such as access requests, alterations, or something as simple as gaining a new access card. Our easy-to-use form-builder tool enables you to specify the information required upfront to speed up the resolution and remove the need for lengthy email chains.

Report Building Issues

Occupier Portal fully integrates with your existing Elogs CAFM + 24/7 Service desk solution. This combined offering allows your tenants to report **Issues** quickly and easily with the confidence that they will be handled and resolved in a timely manner. Your building occupiers are then provided with visibility on the issue status throughout and can be notified of any progress changes and updates.

Deliveries

The tracking of **Deliveries** can be handled directly from the platform as they arrive in the building. The automated notification function lets the relevant occupier know they have something to collect and can be enhanced by images or notes for defining key features of the package.

Keys

Occupier Portal has a **Keys** feature that helps to ensure all building access keys contractors do not leave your site with an important key. The feature will also notify building staff and the key holder if the key has not been handed back in at the scheduled time.

Mobile App

Our intuitive **Mobile App** puts your building information in the hands of its occupiers allowing users to engage with building services on-the-go. Our mobile app is a crucial part of supporting high engagement levels from your occupiers and means they never miss the latest event invite or delivery notification.

Powering better buildings

We manage property through the power of people and technology, giving our clients the freedom to unlock the potential of their assets. Our products include:

CAFM⁺ Service Desk

Keep facilities and assets operating at peak performance.

Facilities Services

Fabric maintenance managed efficiently, cost effectively, and to the highest quality.

Occupier Portal

Property portal to make facilities management easier.

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