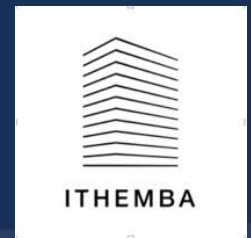


Case Study

Facilities | Rental Apartments Taking control of maintenance with On Key EAM system and Contractor Management



Client Background

Ithemba is the leading provider of affordable, clean and secure rental apartments in the Johannesburg CBD, Berea and Pretoria areas, with 60 buildings and 6500 rentable units in its portfolio.

For Ithemba, as a property management company, the main challenge is the return on investment for their investors. This is achieved by having high occupancy rates, on-time rental collection and the correct recoveries from rentals, where required.

For the above to work, a client-centric experience would need to be in place. This aligns with Ithemba's mantra of creating safe, clean and well-maintained living spaces. Therefore, safety and risk, brand awareness, staff well-being and engagement are very high on their priority list.

Key Challenges

- No visibility of maintenance activities.
- Slow response to maintenance work requests.
- No formal work management processes.
- Complex environment with a large number of stakeholders.
- No line of sight of the consumables spent.
- No control over maintenance-related work: requesting, planning, executing, and reporting was an issue without a proper structure and system.
- Contractor management was too dependent on human approvals or interactions and was not systems-driven.
- Reporting and dashboards were non-existent and reflected old data (not in realtime).
- Service level agreements (SLAs) management is not formalised and often misses scheduled maintenance services.
- Up to 1000 tenant moves occur monthly with limited time to prepare units (maintenance, cleaning, fumigation).



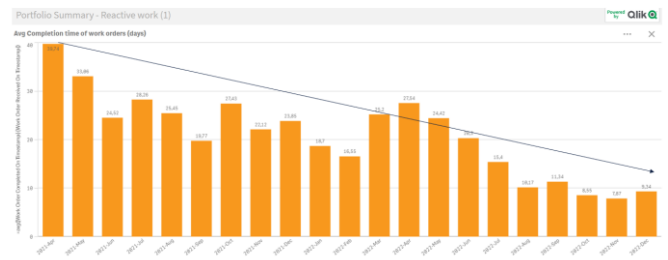
Value Add

- Transparency in reports and SLAs ensures accountability.
- Manage tenant expectations – tenants now know within **which timeframe** their maintenance issues will be dealt with, for example, a leak versus a scratch on a cupboard.
- Streamlined workflow processes.
- 42% improvement in the turnaround time of maintenance-related work.

“The EAM system (On Key) solution is the cornerstone of the business – the ability to track all requests, plan and prioritise has been instrumental in improving the control over our maintenance.”

Alan Tait - Senior Manager: Operations

Benefits | Improved turn around time on reactive work



Pragma Intervention

- Implemented the **On Key EAM system** across all buildings and apartments for over 10000 maintenance significant items, including mechanical and electrical equipment.
 - Detailed business processes were created.
 - Work requests generated through QR codes (behind doors), Work Manager app (building managers) and the CRM department.
- Integrated **On Key EAM to property management system MDA**
 - Out inspections – for outgoing tenants, billing and preparing the unit for the next tenant.
 - Ready to let units – help to prioritise which units should be focused on.
- Implemented the **Pragma Asset Care Centre** with dedicated staff on-site.
 - Provide on-site system, SLA, and contractor management support.
 - Focus on improvement projects and optimisation.
- Developed **reporting/dashboards**
 - Full realtime dashboards and reports available on mobile devices .

Tools and Technology

- On Key EAM system
- MDA property management system
- On Key Insights (QlikSense)
- Boomi integration tool
- On Key Work Manager app
- On Key Work Portal