

# Dialog SmartCare for Apartments



## The smartest approach to apartment management

Dialog SmartCare (DSC) offers a new approach to manage communities and communicate more efficiently with residents in the building. This allows the apartment management to interact with residents via a central portal, where the residents communicate with the apartment staff using the DSC mobile application. With DCS, apartment staff can maintain high-level service standards with a streamlined system to satisfy maintenance and service requests.



## How it works



### ENROL

The apartment manager enrolls the residents into the DSC platform.



### CALENDAR CREATION

The apartment manager then defines the calendar with amenities and facilities available in the apartment.



### CREATE MAINTENANCE WORKFLOW

A defined maintenance and service workflow is created for the residents of the apartment.



### INSTALL

Residents install the Dialog SmartCare application on their smartphones.

## Features

- Work-order management – Allows your maintenance teams to manage all work orders from the residents, directly from the DSC app.
- Real-time Alerts - Maintenance teams will receive real-time alerts once a new task order is submitted through the application.
- Streamlined payment collection and settlement – Residents can settle their management fees, utility bills/rent and Dialog service bills via DSC.
- Booking – A system of booking workflow for any reservation request made for amenities and other facilities in the apartment.
- Custom application branding – The ability to brand your apartment or establishment in the application for the viewing of your residents

## Packages

STANDARD	PREMIUM
Custom Mobile App with branding Android + iOS	Custom Mobile App with multi-apartment set-up or single apartment app Android + iOS
Initial setting up and configuration	Initial setting up and configuration
Admin portal for apartment maintenance team	Admin portal for apartment maintenance team
Maintenance workflow, with service provider management	Maintenance workflow, with service provider connection
Amenities Calendar & Booking Workflow for the apartment	Amenities calendar and booking workflow
Payment platform integration	Multi vendor payment platform integration
	Access control and visitor management
	Smart parking system integration
	Dialog video surveillances

## Benefits

- Differentiation: A unique offering for your customers
- Own the ecosystem: New service-creation environment for residents
- Conquer the real problem: Efficiency in resolving routine issues at the apartment
- Branded mobile app for your apartment
- Promote technology adoption: Access control, smart surveillance, smart parking etc.

## Dialog Advantage



Dialog is part of the  
**Axiata Group**  
currently operating in  
11 countries



**Broadest  
portfolio**  
of end-to-end  
Enterprise Services



**Number 1**  
GSM Operator  
in the territory



**50,000+**  
Enterprise &  
SMB customers

For more details:



[www.dialog.lk](http://www.dialog.lk)



[business@dialog.lk](mailto:business@dialog.lk)