Microsoft

Movers and Shakers: Navigating the Future

Urban Land Institute's Emerging Trends In Real Estate 2021

Andres Ortola
Country General Manager
Microsoft Philippines

Optimize operations
Empower people
Digital transformation
Transform products
Engage customers

Microsoft

Scenario:
Rental experience

Personas

Antonia Teichmann

Looking for a new home

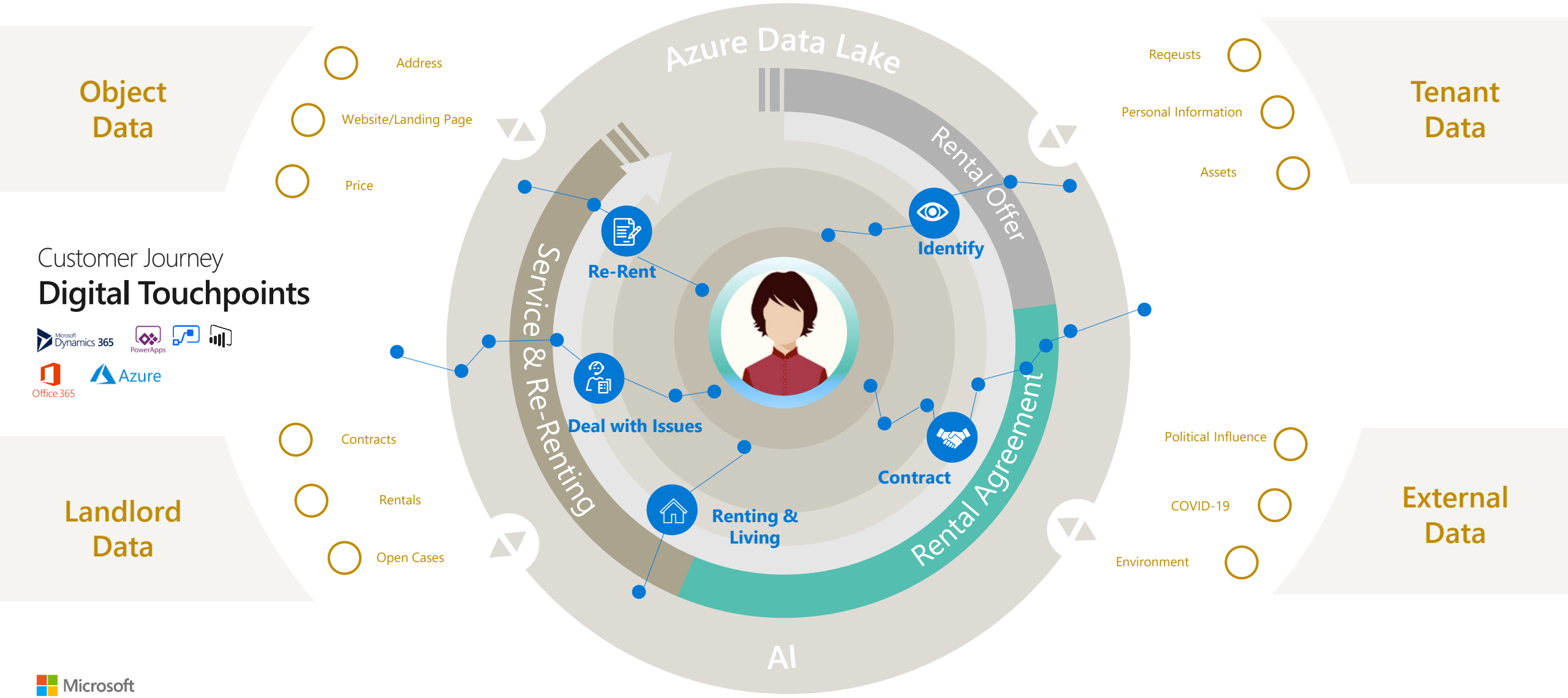
„Antonia is a Microsoft Aspire looking for a new home near the office. She values digital processes and is concerned about whether the rental process will run smoothly despite the COVID-19 situation."

Gabriela

Landlord

"Gabriela is the landlord of several apartments and is responsible for their administration and maintenance. Especially in this time, hygiene regulations and the adherence to other COVID-19 related policies are important to her."

Digital Journey Loop of Renting Experience



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Create seamless omni-channel customer experiences.

Relevant Personas:

Gabriela
Landlord

Antonia
Tenant

Identify

Searching for Object

Request for Information of Tenant

Request for Visit Tour

Visit tour planning & conduction

Customer Journey

Digital Touchpoints

	Searching for Object	Request for Information of Tenant	Request for Visit Tour	Visit tour planning & conduction
LinkedIn Sales Navigator	●		●	
Microsoft HoloLens				●
Office 365	●	●	●	●
Microsoft Dynamics 365	●			
PowerApps	●	●	●	●
AI Insights				
Azure / Microsoft Azure IoT				

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Create a memorable first impression of the object

Gabriela
Landlord

Antonia
Tenant

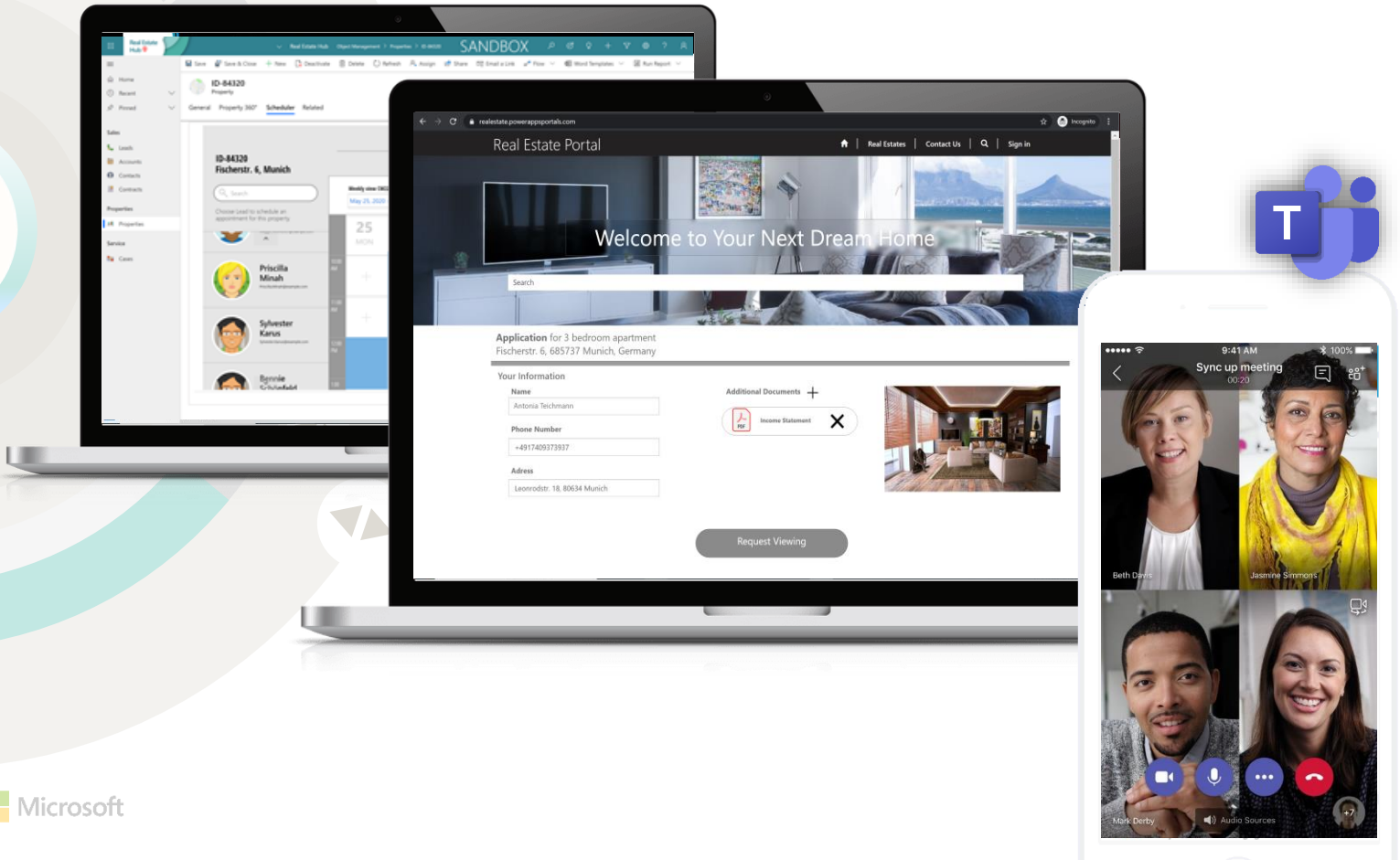
Identify

Searching for Object

Request for Information of Tenant

Request for Visit Tour

Visit tour planning & conduction



Use Microsoft PowerPlatform Portals to generate a great first impression of the object. Receive tenant information such as a salary statement and plan a visit. The visit can be done virtually as well as with Teams – Social distancing is important these days!

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Handle the Rental Agreement online

Relevant Personas:

Gabriela
Landlord

Antonia
Tenant

Contract

Send Contract to Tenant

Online handling of contract modalities

Customer Journey
Digital Touchpoints

LinkedIn SALES NAVIGATOR

Microsoft HoloLens

Office 365 ●

Microsoft Dynamics 365

PowerApps ● ●

AI Insights ●

Azure Microsoft Azure IoT

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Maintain distance while handling a contract agreement

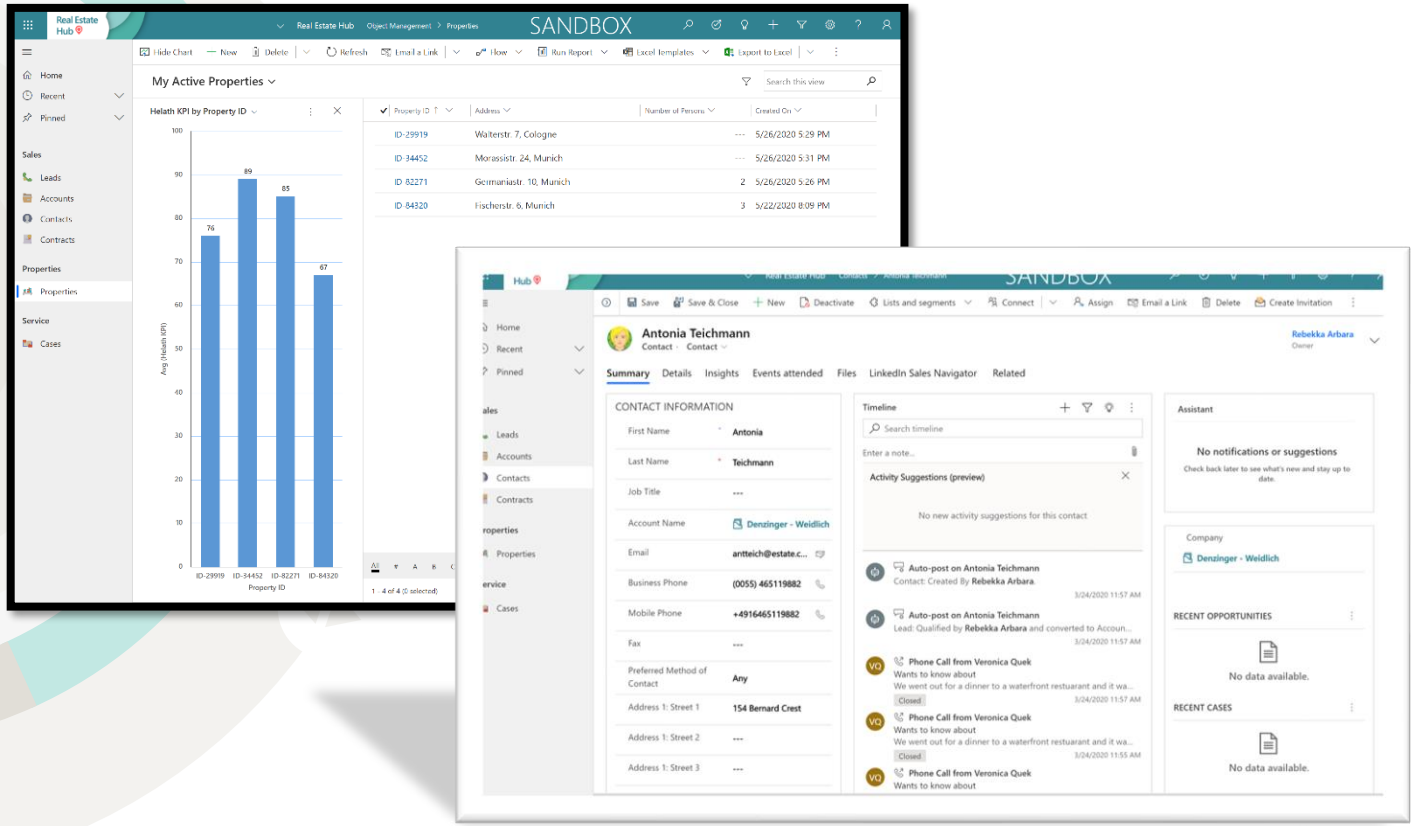
Gabriela
Landlord

Antonia
Tenant

Contract

Send Contract to Tenant

Online handling of contract modalities



Use the PowerPlatform Capabilities by managing contracts with a Model-driven App. Use Adobe Sign to handle all agreement modalities online.

Manage your tenants and objects

Relevant Personas:

Gabriela
Landlord

Antonia
Tenant

Rent & Living

Contract overview

Submission of due rents

Routine Inspections of Objects

Customer Journey
Digital Touchpoints

	Contract overview	Submission of due rents	Routine Inspections of Objects
LinkedIn Sales Navigator			
Microsoft HoloLens			●
Office 365		●	
Microsoft Dynamics 365			
PowerApps	●	●	●
AI Insights			
Azure / Microsoft Azure IoT	●		●

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Manage your tenants and objects

Gabriela
Landlord

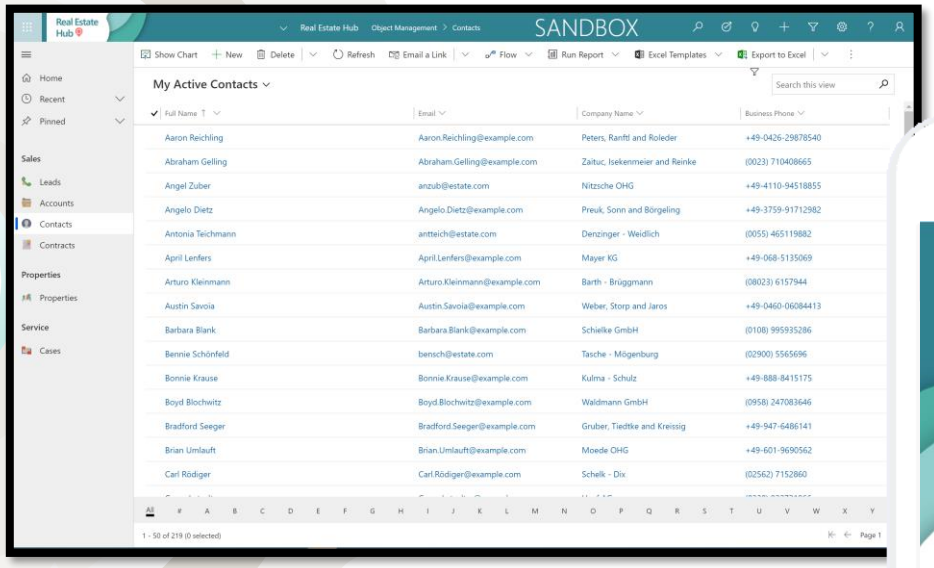
Antonia
Tenant

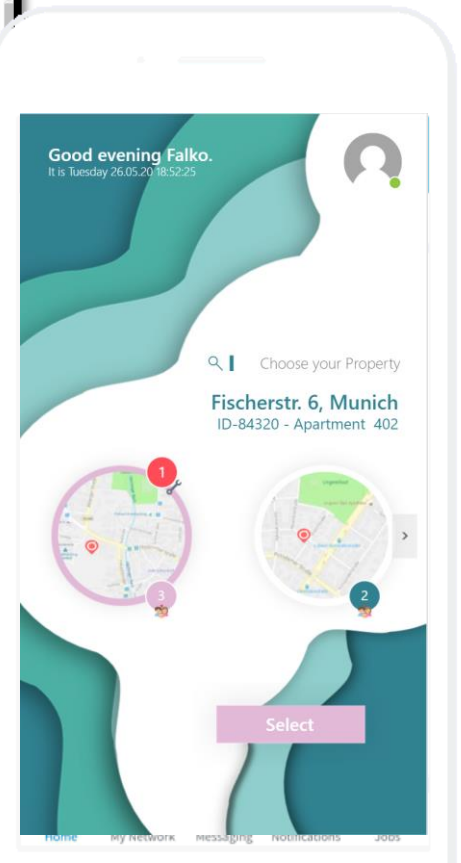
Rent & Living

Contract/Object overview

Submission of due rents

Routine Inspections of Objects





Manage your tenants and rental agreements with a model-driven app. For being at the objects, use a tailor-made canvas app to handle the routine inspections such as checking for Water-consumption, maintenance of the green area etc.

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Handle service requests and unforeseen issues

Relevant Personas:

Gabriela
Landlord

Antonia
Tenant

Deal with Issues

Covid-related delay of rental payment

Creation of requests for house cleaning, etc.

Case overview

Solving of requests/c

Customer Journey

Digital Touchpoints

LinkedIn Sales Navigator				
Microsoft HoloLens				
Office 365	●			●
Microsoft Dynamics 365	●	●	●	●
PowerApps	●	●	●	●
AI Insights	●			
Azure / Microsoft Azure IoT				

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Deal with rental payment delays and other issues

Gabriela
Landlord

Antonia
Tenant

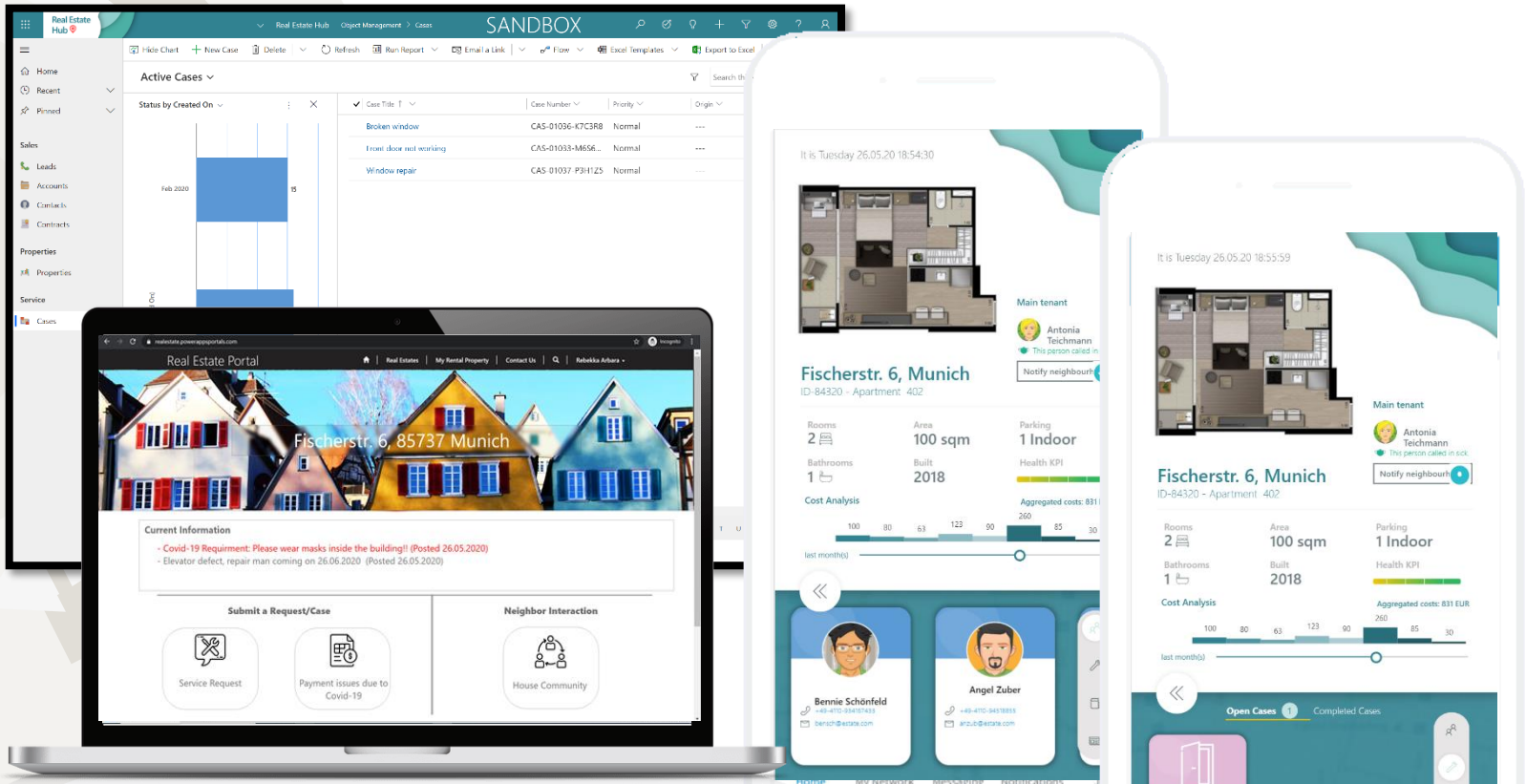
Deal with Issues

Covid-related delay of rental payment

Creation of requests for house cleaning, etc.

Case overview

Solving of requests/cases



Handle issues such as COVID-19 related delays in rental payments with the PowerPlatform Applications. Use Case Management for Service Requests to ensure a smooth solving process.

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Scenario: Smart Buildings

Smart Buildings Vision

Enable every organization to create digital feedback loops for all aspects of their business

A comprehensive digital model that includes products, assets, & operations

Things
Systems

Places
Context

People
Process

The ability to track, optimize, simulate and predict the future

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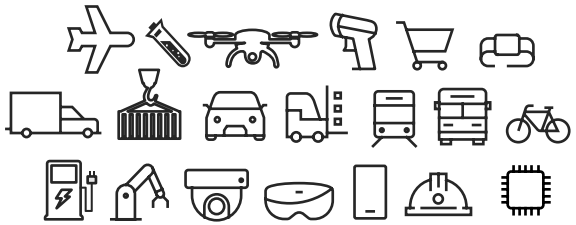
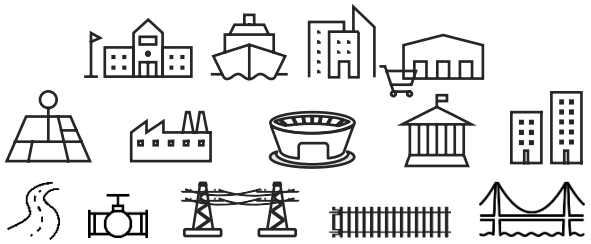
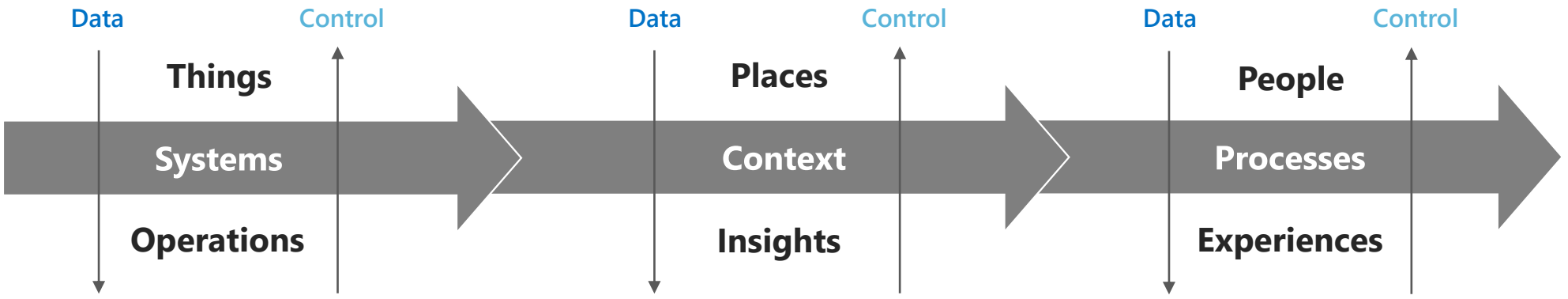
Digital Twins: fusing physical and digital

Physical World





Digital World

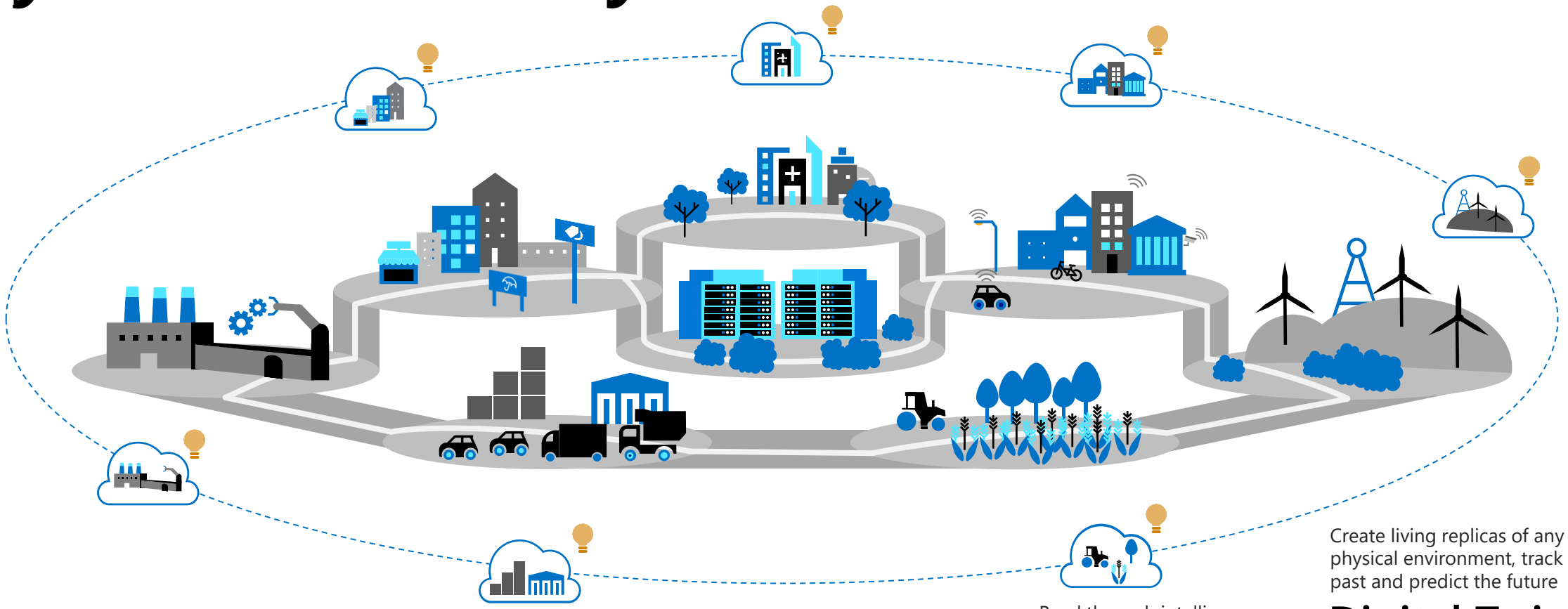


- Remote monitoring
- Fault detection
- Diagnostics & auditing
- Predictive maintenance

- Flow optimization
- Occupancy & utilization
- Space advise and analytics
- Asset tracking

- Employee, frontline worker, fan experience
- Productivity, comfort, satisfaction
- Location, wayfinding (indoor & outdoor)
- Mixed reality & cognition

Systems of reality



Globally available, unlimited compute resources

Cloud

Harnessing signals from sensors & devices, managed centrally by the cloud

IoT

Intelligence offloaded from the cloud to IoT devices

Edge

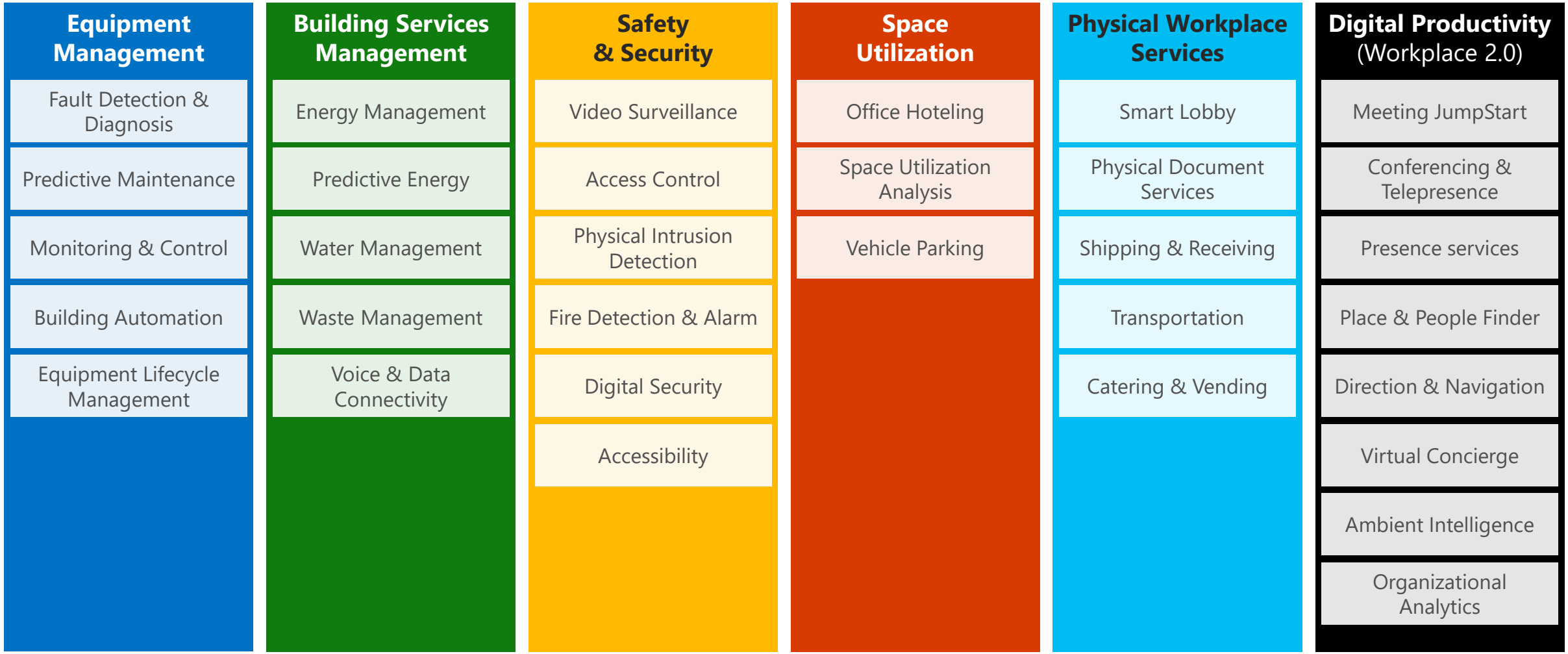
Breakthrough intelligence capabilities, in the cloud and on the edge

AI

Create living replicas of any physical environment, track the past and predict the future

Digital Twins

Smart Buildings Capabilities Map



Microsoft's Experience

Microsoft operates facilities around the world. Our campuses and buildings have to be safe, connected and sustainable and integrated with the surrounding communities.

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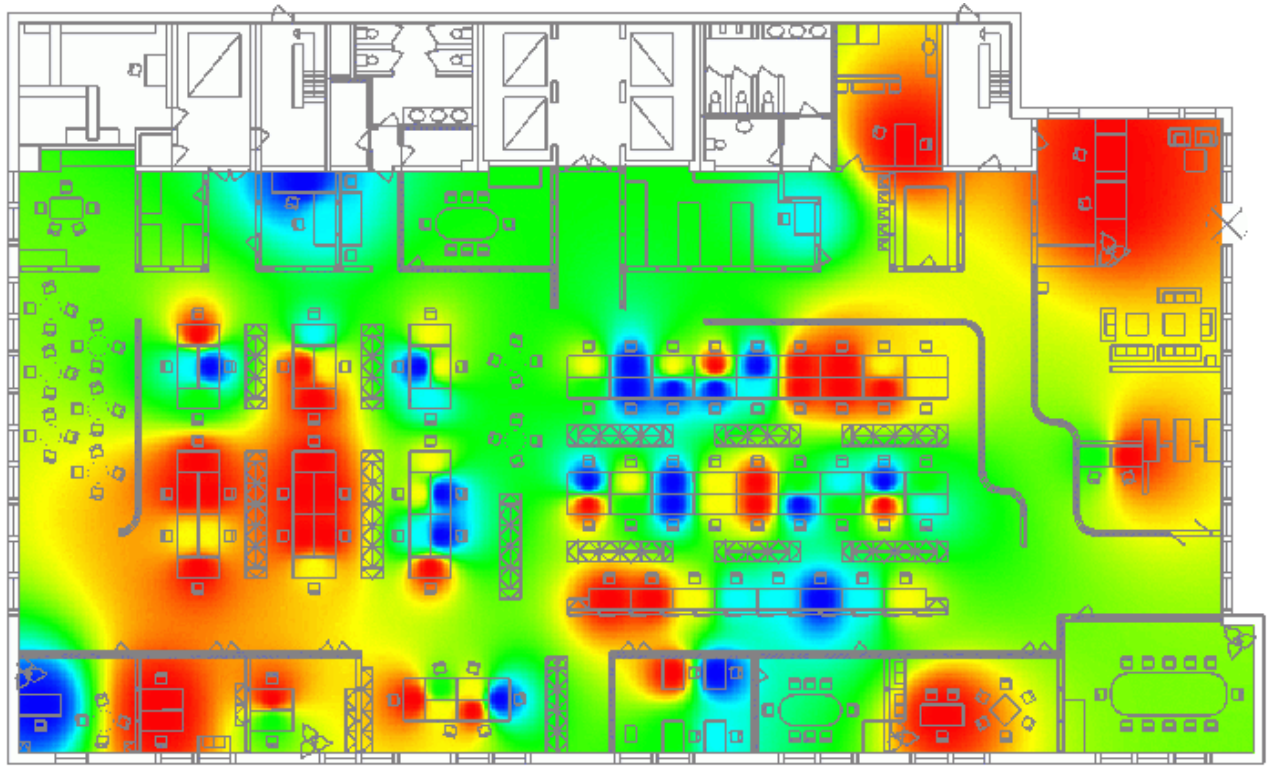
Building Occupancy



- Identify unoccupied rooms
- Release holds on booked & occupied rooms
- Locate people and rooms
- 40% over-subscribed in some facilities at Microsoft

Steelcase

"We can use data to drive a better experience to help measure performance and improve employee potential. We start from the question of how can we help companies and their employees have an optimal day at work"

Terry Lenhardt, CIO

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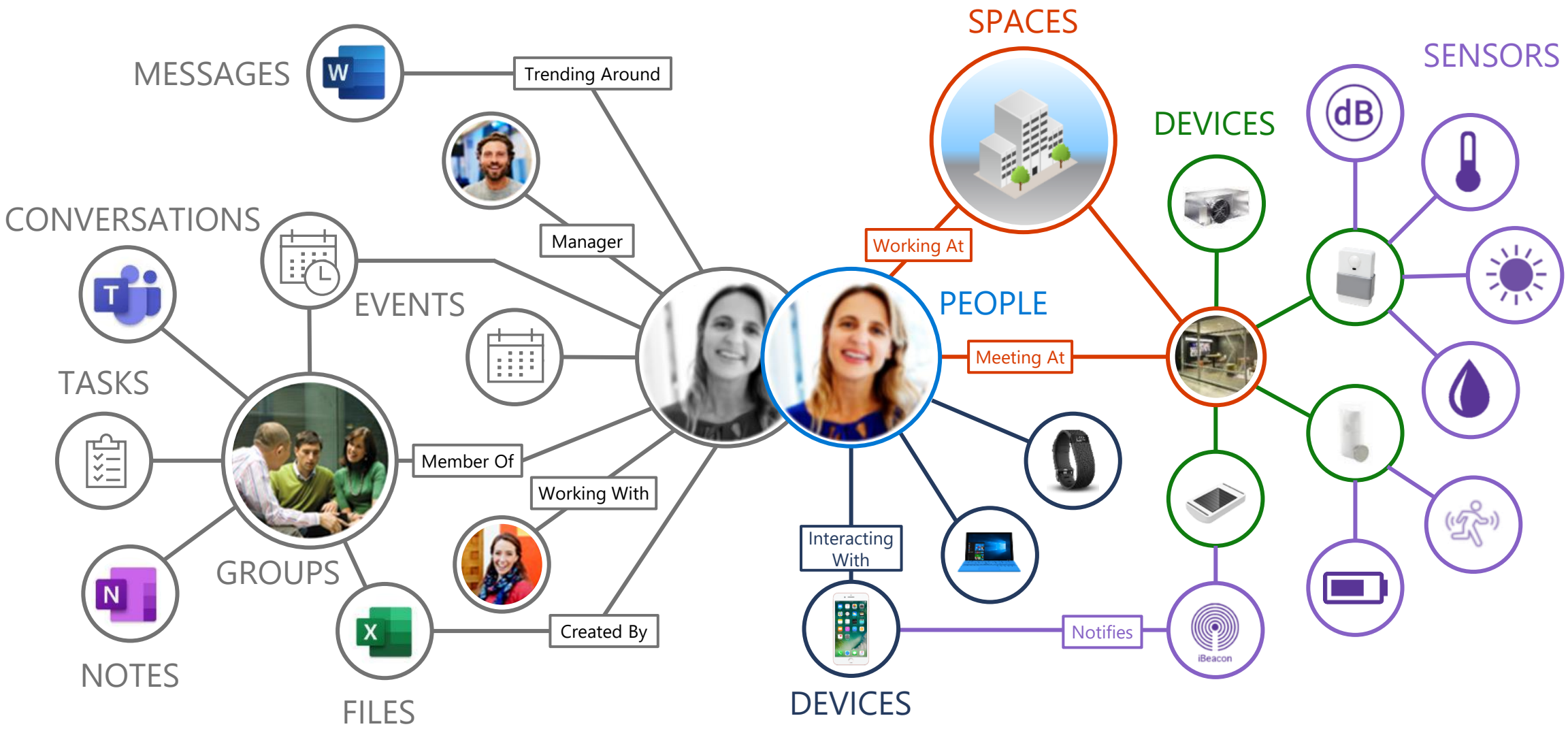
Spatial Intelligence Graph



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Our mission

Empower every person and every organization on the planet to achieve more