Digital transformation

Optimize operations
Empower people
Transform products
Engage customers
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

Object Data
- Address
- Website/Landing Page
- Price

Customer Journey
Digital Touchpoints
- Renting & Living
- Deal with Issues
- Re-Rent

Tenant Data
- Requests
- Personal Information
- Assets

Landlord Data
- Contracts
- Rentals
- Open Cases

External Data
- Political Influence
- COVID-19
- Environment
Create seamless omni-channel customer experiences.

Relevant Personas:
- Gabriela Landlord
- Antonia Tenant

Customer Journey

Digital Touchpoints

<table>
<thead>
<tr>
<th>Touchpoints</th>
<th>Searching for Object</th>
<th>Request for Information of Tenant</th>
<th>Request for Visit Tour</th>
<th>Visit tour planning &amp; conduction</th>
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<tbody>
<tr>
<td>LinkedIn</td>
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<td>Microsoft HoloLens</td>
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Create a memorable first impression of the object

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!
Handle the Rental Agreement online

Relevant Personas:

- Gabriela Landlord
- Antonia Tenant

Customer Journey

Digital Touchpoints

- LinkedIn
- Microsoft HoloLens
- Office 365
- Dynamics 365
- PowerPoint
- AI Insights

Tenant

Online handling of contract modalities

Send Contract to Tenant

Contract
Maintain distance while handling a contract agreement

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

Customer Journey
Digital Touchpoints

- Microsoft Hololens
- Office 365
- Dynamics 365
- AI Insights
- Azure

Contract overview
Submission of due rents
Routine Inspections of Objects
Manage your tenants and 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.
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/cases

Customer Journey
Digital Touchpoints
- LinkedIn
- Microsoft HoloLens
- Office 365
- Dynamics 365
- Connected home
- AI Insights
- Azure

SALES NAVIGATOR
Deal with rental payment delays and other issues

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.
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

Data → Control

Things → Systems → Operations

Data → Control

Places → Context → Insights

Data → Control

People → Processes → Experiences

Digital World

Measure → Insight, Optimization

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

Measure → Insight, Optimization

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

Measure → Assistance, Task Completion

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

- Globally available, unlimited compute resources
- Harnessing signals from sensors & devices, managed centrally by the cloud
- Intelligence offloaded from the cloud to IoT devices
- Breakthrough intelligence capabilities, in the cloud and on the edge
- Create living replicas of any physical environment, track the past and predict the future

Cloud

IoT

Edge

AI

Digital Twins
Microsoft operates facilities around the world. Our campuses and buildings have to be safe, connected and sustainable and integrated with the surrounding communities.
“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
Spatial Intelligence Graph

MESSAGES

CONVERSATIONS

EVENTS

GROUPS

FILES

PEOPLE

SPACES

DEVICES

SENSORS

Trending Around

Manager

Member Of

Created By

Working With

Interacting With

Meeting At

Working At

Notifies

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Our mission

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