REAL ESTATE & RENTAL COMPANY

Revolutionizing Property Management with TechHouse's Dynamic 365 Solution

Objectives

Sun Vista aimed to achieve the following:

- Establish a streamlined system for managing the influx of reservations via email.
- Ensure reliable communication between property owners, guests, and staff for seamless operations.
- Effectively transition from traditional phone and walk-in inquiries to digital communication.

Solutions

TechHouse devised a custom property management application leveraging Dynamics 365, Power Platform, and Power Automate workflows. This solution organized tasks based on request type, embedding source emails into each task for seamless execution. It streamlined operations, allowing employees to efficiently handle emails and assignments within a unified platform.

Additionally, TechHouse provided coaching sessions for Sun Vista's team, aligning the application with their vision for enhanced processes. This enabled swift task assessments for a comprehensive overview of assignments.

Challenges

- Overwhelming influx of reservations via email.
- Need for reliable communication between property owners, guests, and Sun Vista.
- Transition from phone and walk-in traffic to digital communication.

Benefits

- Efficient Reservation Handling
- Improved Stakeholder Communication
- Seamless Digital Transformation

"

The TechHouse Team is one of the best I have ever worked with. At any time, TechHouse's CEO and Founder Kathy would pop in to answer a question or explain why we needed to go in a certain direction. The right people were available when we needed them.

Sharon Harper
Sun Vista Rentals

"