



Case studies

Airport City Belgrade



TotalObserver

Integrated Properties Management Solution

Case study

Airport City Belgrade

Airport City Belgrade - Enterprise facility with about 60.000 m² (when finished 186.000 m²) of office and tenant friendly retail space (www.airportcitybelgrade.com). Space within building is organised in a open way providing the possibility to be organised upon the wish of each tenant. These premises attracted most demanding clients.

The goal of integration of TotalObserver was to meet all the needs of this facility regarding maintenance management, space management, security, financial activities (invoicing and reports) energy management, communication with tenants, etc. The whole solution is tailored to meet all the needs of landlord as well as of tenants and to provide easy to use web based interface that covers all the operative actions as well as to provide data needed for strategic decision making. Client requested custom tailored solution that is going to meet all their specific needs.

From the very beginning, ION Solution teamed up with Airport City Belgrade stuff in a way to become part of process and to be able fully to recognise and meet all the needs through customised solutions. Permanent work during more then 2 years resulted in solution that fully covers the process and enables relatively small but fast and strong team to operate this property in most effective way.



Whole property with all the equipment is registered and monitored using core module and maintenance module of TotalObserver. All the important data are stored in application including reminders for regular maintenance and renewing of warranty contract. Since underlying building management system (BMS) is integrated with TotalObserver, all the alarms from equipment are automatically passed to the maintenance team via sms and email messages. This cuts down reaction time significantly and makes the tenants convinced that everything is in right hands.

Reception module is used by security team to keep the record of visits. This module provides them with tools for fast entering of all the important details and with different reports needed in daily activities.

AntHill module and maintenance module provides means for reporting of incidents by tenants and for requesting additional work. Each tenant can enter and explain the problem he or she experienced and further track progress of solving. System then creates the work order and track all the activities and expenses related to these activities and used resources. At the end, invoicing is done according to predefined model. In this way, whole process is rounded using simple and intuitive interface provided by TotalObserver.

All the expenses and incomes are tracked by TotalObserver. Using advanced reporting system strategic decisions can be generated to make this investment as much profitable as possible.

Documents (contracts, invoices, etc.) are stored in Document Management System that is integral part of TotalObserver. All the needed documents are just few clicks away, stored in secure and robust environment that guaranties that data is going to be available always on demand. Documents are available to employees of Airport City Belgrade as well as to tenants. In this way communication with clients is simplified. Number of other features are offered to maintenance and management team of Airport City Belgrade, as well as to clients and tenants.

Airport City Belgrade is recognised as a premium office mostly because of the highly professional team that keeps it. Part of this team is TotalObserver as right hand in each activity to each team member.