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Fxelle

TRANSFORMING SPACES, CREATING COMMUNITIES

THE
FUTURE OF TENANT MANAGEMENT

Fxelle is your go-to solution for enhancing the tenant living experience, streamlining property management, and offering top-tier concierge services. Whether you're a tenant or a property manager, Fxelle has you covered.

Fxelle streamlines all your tenant management needs into a single platform. From lease agreements and issue resolution to maintenance requests, branding, rent collection, and tenant communication, it simplifies and automates every aspect of property management.
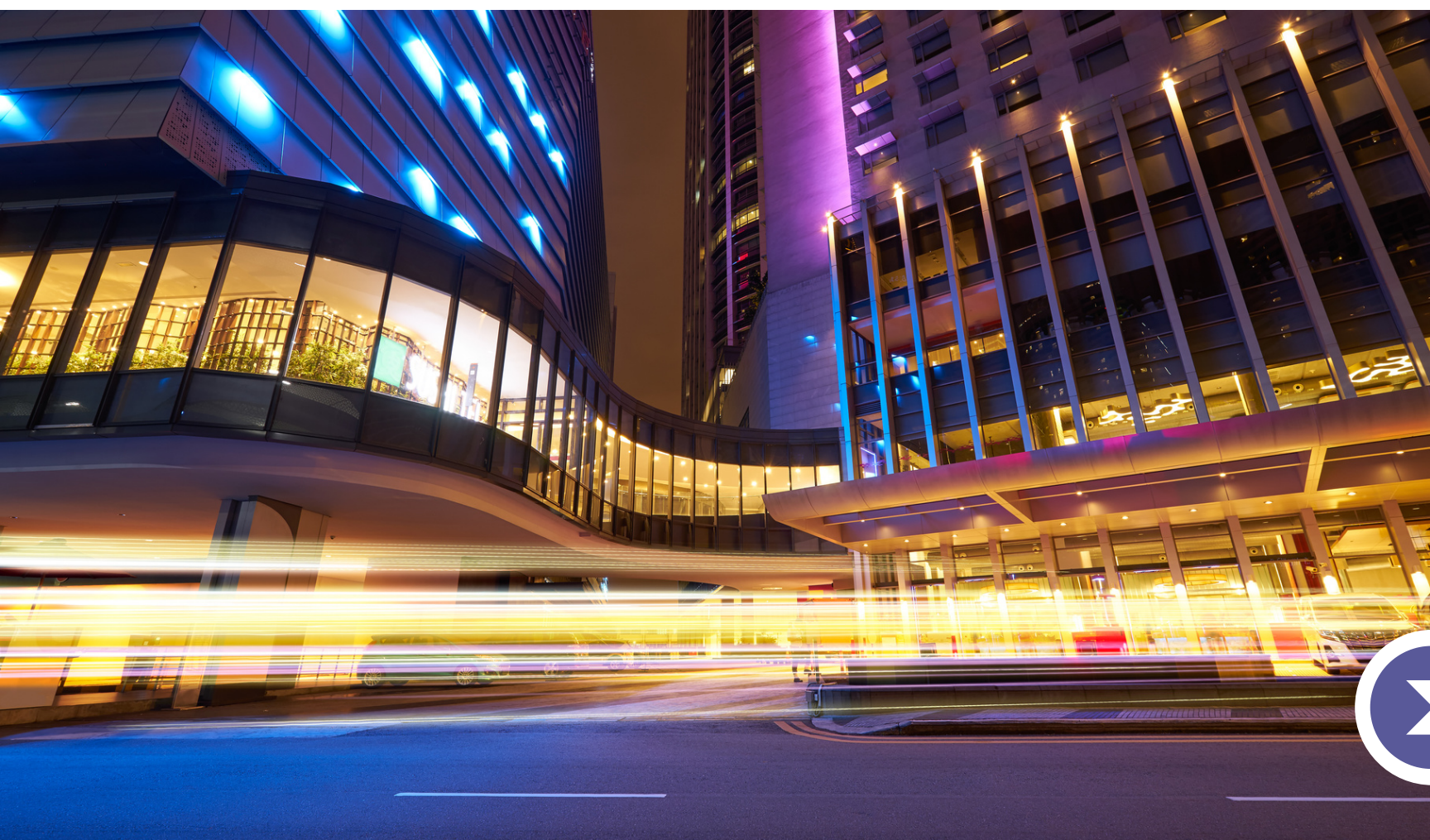
1000+
USERS

3 million
SQFT SERVED

# 4
COUNTRIES

Egypt

UAE

Thailand

Singapore

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Fxelle Capabilities

Operations Services: Streamlining Property Management

Fxelle offers a suite of operations services that simplify and streamline property management processes. Key features include:

- **Real-Time Analytics.** Gain valuable insights into property performance, occupancy rates, maintenance trends, and more.

- **Tenant Communication.** Easily connect with tenants through in-app messaging; share announcements and other essential documents.

- **Document Management.** Automate document validation and verification for compliance. Digitise, centralise and secure property-related documents, while going paper-free.

- **Vendor Management**: Efficiently manage vendor communication, registration, compliance, document verification, service requests, and contracts for seamless coordination and timely services.
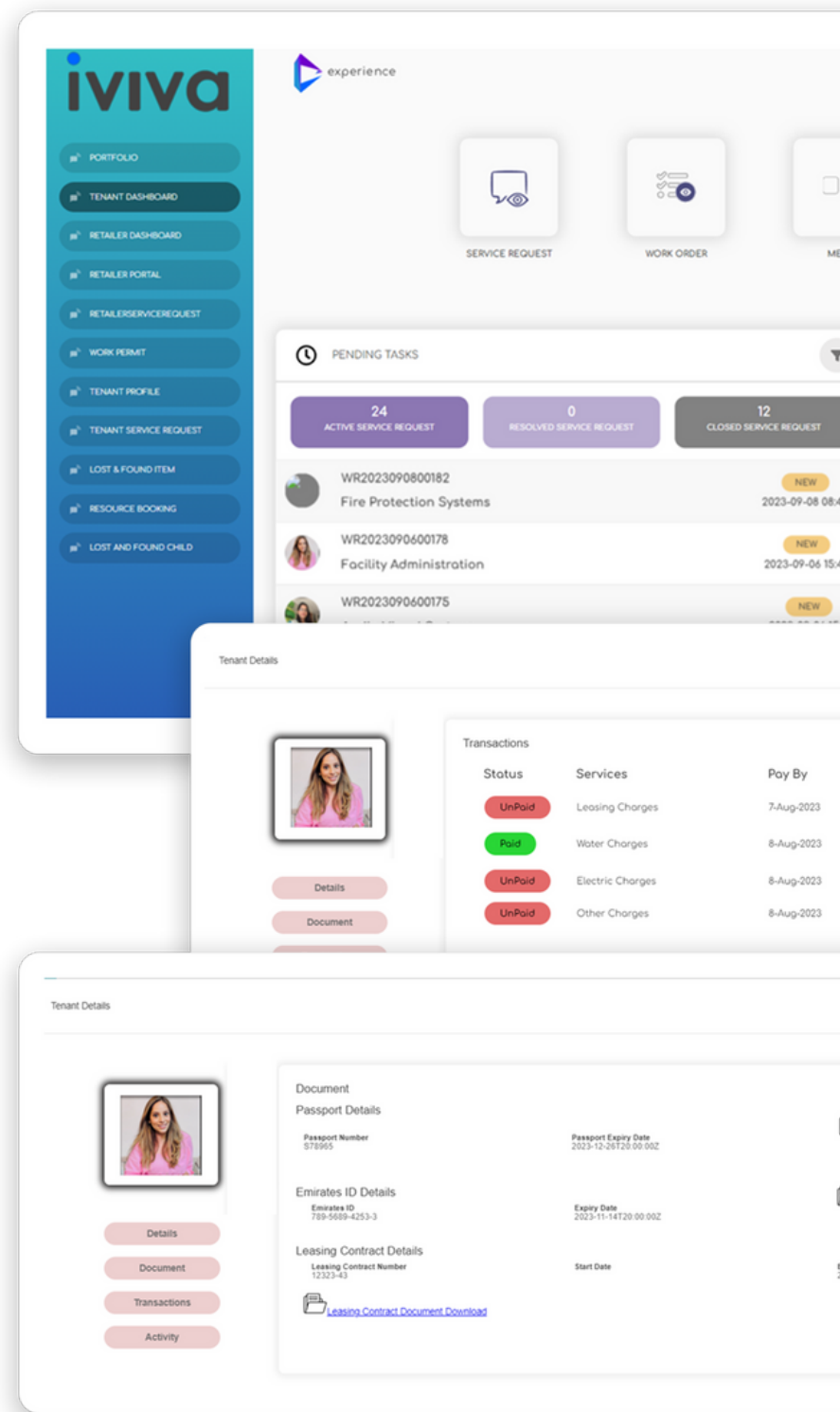
Tenants

Resource Booking

Effortlessly handle resource bookings for services like shuttles, wheelchairs, and baby strollers.

- **Easy Reservation.** Book resources effortlessly with our intuitive interface. Check availability, select a date and time, and confirm your reservation in just a few clicks.

- **Customisable Settings.** Customise resource availability and booking rules to match your business needs. Enable automated notifications and reminders for effective communication.

Tenants Concierge

Lost and Found Item Management

Efficiently track and manage lost items with Fxelle. Here's how:
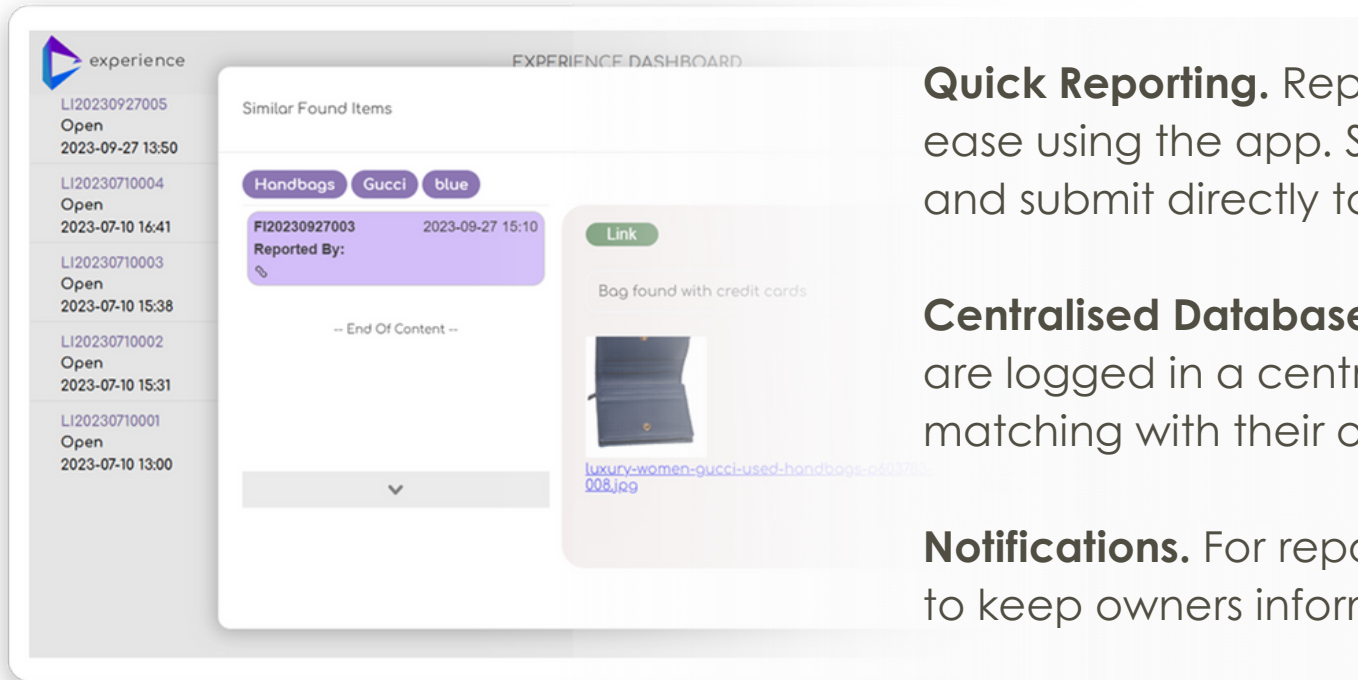
Quick Reporting. Report lost or found items with ease using the app. Share descriptions, images, and submit directly to our team for processing.

Centralised Database. All lost and found items are logged in a centralised database for easy matching with their owners.

**Notifications.** For reported or matched lost items to keep owners informed and expedite returns.

Tenants Concierge

Lost and Found Person/Child Reporting

For lost individuals or children, Fxelle offers a dedicated feature for reporting and taking swift action.

Emergency Reporting. Report a lost person or child via the app. Share key details like appearance, last location, and relevant information to expedite the search.

Alert System. Trigger automated alerts to notify your team, security, and relevant parties for an immediate search.

Dynamic Team Formation. Promote collaboration among teams and departments involved in the search and reunification process. Share updates, assign tasks, and track progress within the app.


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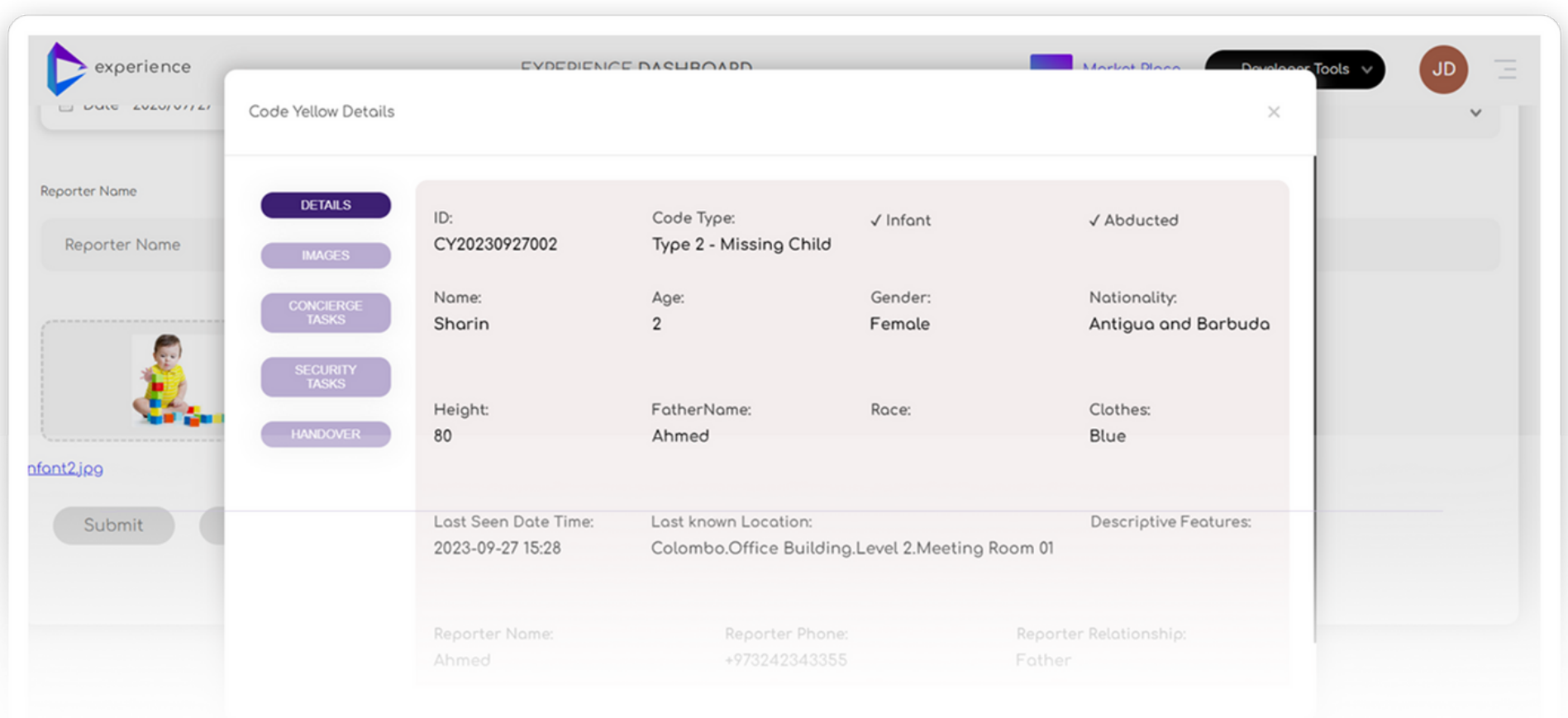
Incident Reporting

Simplify incident reporting and management with Fxelle for safety concerns, customer complaints, and more.

Incident Logging. Easily record incidents, including details, location, timestamps, and supporting media for accurate documentation and investigation.

Customisable Forms. Tailor incident reporting forms to match your business needs. Customise the app for your unique reporting requirements.

Real-time Tracking. Track real-time incident progress and generate in-depth reports for analysis and decision-making. Identify patterns, trends, and areas for improvement.
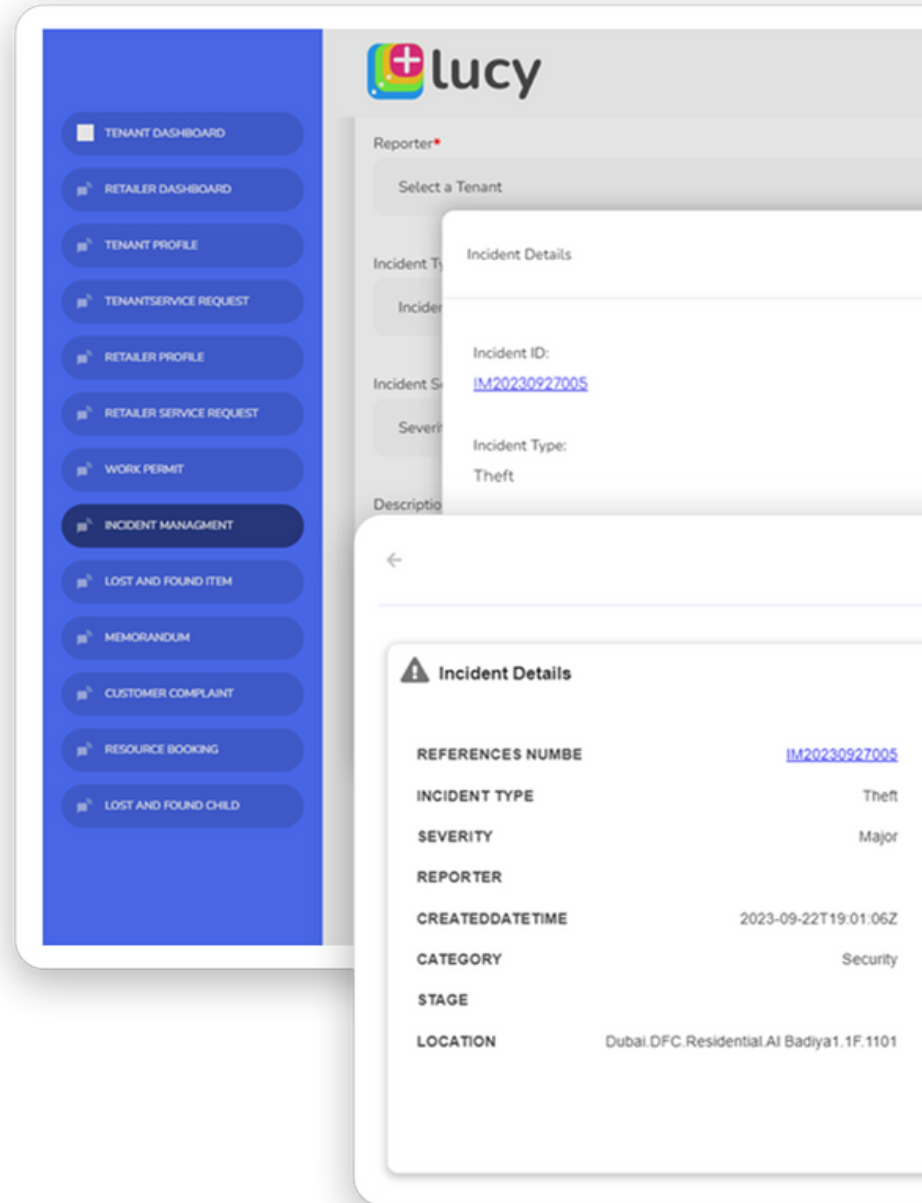
Tenant Services

Our tenant service feature offers benefits and conveniences including registration, document upload, and compliance checks.

Maintenance Requests. Submit and track maintenance requests in the app for swift issue resolution.

Track Rental Payments. Stay informed on rental/utility payments, set up alerts, and get digital receipts.

E-Memo & Announcements. Receive real-time updates, announcements, and community event notifications on your mobile device.

Community Engagement. Connect with other tenants, participate in community discussions, and stay updated on local activities.

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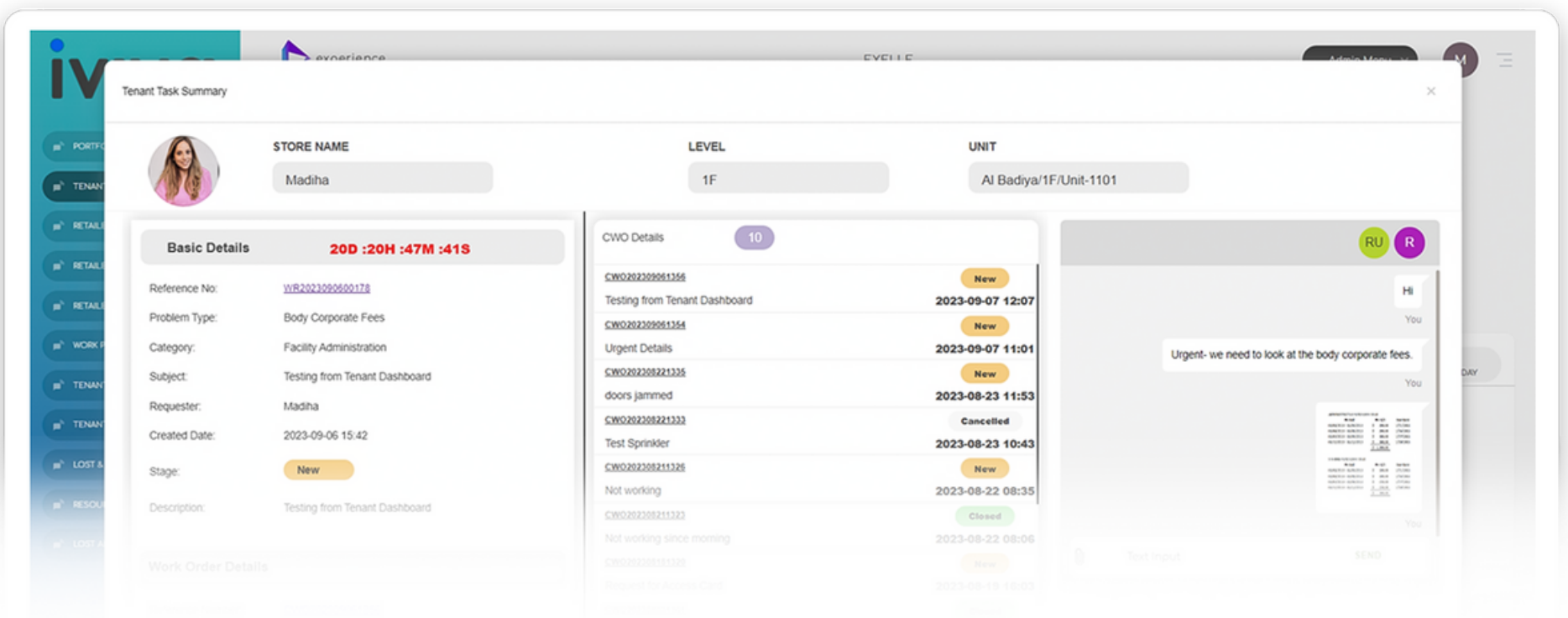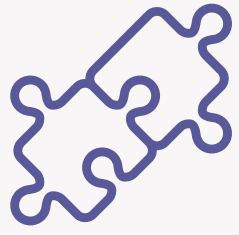
Easy Third-Party Integration

Including incident management, handover processes, e-signatures, and access control.
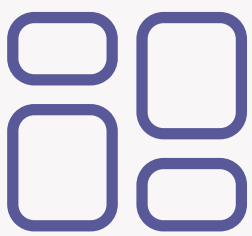
Branding and White Labelling

Tailor backend branding, logo, widget appearance, promotions, and marketing tools.

Dynamic Team Formation (Chat-based)

Efficiently resolve customer issues by uniting employees from different departments on a single ticket.

Centralised Dashboard

Centralise customer inquiries from multiple channels for a unified view for your support team.

Reporting and Real-time Analytics

Monitor metrics like ticket volume, resolution times, customer satisfaction, and agent performance.

E-memo, Announcements, or Newsletters

Predefined templates for one-on-one or mass announcements.

OUR CUSTOMERS

UAE

Dubai Festival City Mall

Singapore

Paya Lebar Quarter

Egypt

Cairo Festival City Mall

Singapore

Punggol Regional Sports Centre

"Fxelle has helped increase our customer satisfaction by 30% and reduce response times by 50%"

Dubai Festival Mall

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Fxelle

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Get in touch

with us via
sales@iviva.com to
discuss how we can help
your organisation.