

Cloud-based Communication Tools in COVID-19 Era

Presented at NAHMA March Meeting
March 11, 2021



Helping You Solve the Affordable Housing Problem

PROLINK™
SOLUTIONS

Cloud-based Communication Tools in COVID-19 Era



Mid 2000s



Mid 2000s



Mid 2010s





Generic

- MS SharePoint (2001)
- MS OneDrive (2007)
- Box.com (2005)
- Dropbox (2005)
- Google Drive (2012)

Functional Focus

- MS Project (1984)
- Basecamp (2005)
- Smartsheet (2006)
- Trello (2011)
- Asana (2012)
- Monday.com (2012)

Industry Focus

- Salesforce (1999)
- Zoho CRM (2005)
- HubSpot (2006)
- Pipedrive (2010)

- Procorem (2011)
- Appfolio (2013)

- WebEx (1995), acquired by Cisco 2007
- Skype (2003), acquired by MS 2011
- Go-To-Meeting (2004)
- RingCentral (2013)
- Slack (2013)
- Google Meet (2017)
- Zoom (2013)
- MS Teams (2017)

Workflow Management – Monday.com

Main workspace

- Add
- Filters
- Search
- Property Management

[+ See plans](#)

RK

Property Management ☆

Last seen **RK** Invite / 1 Activity [+ Add to board](#) ...

All Views Main Table Kanban Form

[New Item](#) Search Person Filter Sort

| Pipeline | Subite... | Agent | Type | Estimated sell pr... | Contact | Occupancy | Location | Rating |
|--------------------------------------|-----------|-----------|-----------|----------------------------|----------|-----------|--------------------------|---------|
| Lena Dunham's Brooklyn apt | | RK | Apartment | \$850,000 | Person 1 | Vacant | 5th Avenue, New Yor... | ★★★★☆ |
| John Mcenroe southampton mansion | | | Condo | \$14,500,000 | Person 2 | Vacant | 6th Avenue, New Yor... | ★★★★☆ |
| Britney Spears thousand oaks mansion | | | Condo | \$7,900,000 | Person 3 | Occupied | 7th Avenue, New Yor... | ★★★★☆ |
| Garden Court Apartment | 2 | RK | Apartment | \$19,000,000 | Person 1 | Occupied | San Antonio, TX, USA | ★★★★☆ |
| | | | | \$42,250,000 sum | | | | 2.5 / 5 |
| Closed | Subite... | Agent | Type | Estimated sell pr... | Contact | Occupancy | Location | Rating |
| Tommy Lee's Calabasas mansion | | | Condo | \$5,600,000 | Person 4 | Vacant | 120 Boylston Street, ... | ★★★★★ |
| Tom Cruise 's dream home | | | Condo | \$59,000,000 | Person 5 | Vacant | San Antonio, TX, USA | ★★★★☆ |
| | | | | \$64,600,000 sum | | | | 4.5 / 5 |
| Lost | Subite... | Agent | Type | Estimated sell pr... | Contact | Occupancy | Location | Rating |
| Ashtom & Mila Hollywood Hills pad | | | Apartment | \$12,000,000 | Person 6 | Vacant | | ★★★★★ |
| Justin Timberlake's Soho penthouse | | | Condo | \$7,600,000 | Person 7 | Vacant | | ★★★★☆ |
| | | | | \$19,600,000 sum | | | | 0 / 5 |

Workflow Management – Asana

The screenshot displays the Asana interface for a project named "Property Management - Garden Court". The interface is in a Kanban board view, showing a workflow with three columns: "To do", "In Progress", and "Complete".

Project Overview:

- Project Name: Property Management - Garden Court
- Navigation: Overview, List, **Board**, Timeline, Calendar, Dashboard, Messages, Forms, Files
- User: RK

Workflow Columns:

- To do:** Contains three tasks:
 - Monthly Rent Collection:** Status: Low, On track. Due: Today - Mar 5. Assigned to: RK.
 - Physical Inspection:** Status: Medium, At risk. Due: Mar 4 - 8. Assigned to: RK.
 - Expense Analysis:** Status: High, Off track. Due: Mar 5 - 9. Assigned to: RK. 2 comments.
- In Progress:** Empty column with "+ Add task" button.
- Complete:** Empty column with "+ Add task" button.

Left Sidebar (Navigation):

- Home
- My Tasks
- Inbox
- Portfolios
- Goals
- Favorites
- Reports
- Teams
 - Marketing
 - Property Management...
- Invite teammates
- Help & getting started

Workflow Management – Smartsheet

| | Action | Condi... | Description | Assigned To | Due Date | Date Complet... | Completed | Maintenance Performed | Maintenance Expense | Expense D |
|----|--|----------|--|-------------|----------|-----------------|-------------------------------------|--|---------------------|-----------|
| 1 | RENTAL PROPERTY MAINTENANCE | | | | | | | | | |
| 2 | Weekly: 2 focus areas | | | | | | | | | |
| 3 | Exterior | | | | | | | | | |
| 4 | Garbage | ● | Empty it | | 02/21/21 | 02/18/21 | <input type="checkbox"/> | | | |
| 5 | Graffiti | ● | Remove | John L | 02/20/21 | 02/17/21 | <input checked="" type="checkbox"/> | Painted | \$0.00 | |
| 6 | Mow | ● | Mow and weed | | 02/23/21 | 02/20/21 | <input type="checkbox"/> | | | |
| 7 | Vehicles | ● | Check all registrations, track idle vehicles | | 03/03/21 | 02/28/21 | <input type="checkbox"/> | | | |
| 8 | Sweep Walkways | ● | | | 03/08/21 | 03/05/21 | <input type="checkbox"/> | | | |
| 9 | Outdoor Lighting | ● | Replace failed bulbs | | 02/15/21 | 02/12/21 | <input type="checkbox"/> | | | |
| 10 | Interior | | | | | | | | | |
| 11 | Vacuum Hallways | | | | 03/12/21 | 03/09/21 | <input type="checkbox"/> | | | |
| 12 | Inspect Hall Walls & Trim | | Check for holes and major scuffs | | 03/10/21 | 03/07/21 | <input type="checkbox"/> | | | |
| 13 | Common Lighting | | Check common area lighting and replace bulbs as necessary | | 03/13/21 | 03/10/21 | <input type="checkbox"/> | | | |
| 14 | Check Laundry Rooms | | Look for Out Of Order signs | | | | <input type="checkbox"/> | | | |
| 15 | Spring: 4 focus areas | | | | | | | | | |
| 16 | Parking Lot, Driveway, Walkways | | | | | | | | | |
| 17 | Accessory Structures | | | | | | | | | |
| 18 | Fences | ● | Inspect for structural strength and loose, bent, broken or deteriorated materials | John L | | | <input checked="" type="checkbox"/> | Fixed bent chainlink fence, dug new post | \$7.98 | Concrete |
| 19 | Garages | ● | Inspect for structural strength and loose, bent, broken or deteriorated materials | | | | <input type="checkbox"/> | Josh to grind off exposed rebar pieces on Garage C | | |
| 20 | Sheds | ● | Inspect for structural strength and loose, bent, broken or deteriorated materials | | | | <input type="checkbox"/> | Broken truss on end shed from heavy snow - must fix | | |
| 21 | Retaining Walls | | Inspect for structural strength and loose, bent, broken or deteriorated materials | | | | <input type="checkbox"/> | | | |
| 22 | Refuse Enclosures | | Inspect for structural strength and loose, bent, broken or deteriorated materials | | | | <input type="checkbox"/> | | | |
| 23 | Grading and Drainage | | | | | | | | | |
| 24 | Building Exterior | | | | | | | | | |
| 25 | Summer: 2 focus areas | | | | | | | | | |
| 26 | Fall: 10 focus areas | | | | | | | | | |


Conversations

Row Sheet All [Please provide feedback](#)

Linda Diep Row 5

This is the one we cleaned up

March 22, 2018, 6:10 PM

 graffiti.jpg

Hunter Reed Row 1

To provide feedback about this template, please click the link below!

January 23, 2020, 2:03 PM

[Template Feedback](#)

Ryan Kim Row 4

This work needs to be done next week

March 10, 2021, 8:57 AM

RK Sheet

Comment or notify others with @

Workflow Management – Procorem

procorem

Search this Account

ABC Development Inc. / Home / ABC Development Inc. / Account WorkCenters

WorkCenters

All Workcenters

- 5 Asset Management Portfolio
- 3 Development Pipeline

Casa on Main (223 f)

0 0 0 11 months ago

Greenwood Village

9 52 2 12 days ago **Overdue**

Roseville

0 0 0 one month ago

3 Template

Asset Management Template

1 4 1 9 months ago **Overdue**

Full Application Template

0 0 0 5 months ago

New Deal Template

0 0 0 11 months ago

+ Create WorkCenter

Account WorkCenters

Account Files

Account Posts

Account Tasks

Account Calendar

Account Activity

Account Admin

- Account Settings
- Subscription
- People & Permissions
- WorkCenter Roles
- Background Processes
- Bulk Template Publish
- Account Apps

Workflow Management – Procorem

procorem

Search this Account Ryan

← Garden Court Apartments Home / ABC Development Inc. / Garden Court Apartments

Tasks

View: Task Group Show Completed Hide Details [+ Create New Task](#)

01 Financials

| | | | |
|---|---|--|--|
| <input checked="" type="checkbox"/> 0/1 | <input checked="" type="checkbox"/> 0/2 | Annual Budget Submission 2021 1 | |
| Assignees: <input type="checkbox"/> Rachel Wilson - Property Manager | | | |
| Approval from: <input type="checkbox"/> Jane Lewis or <input type="checkbox"/> Meredith Watson - Asset Manager | | | |
| Due 3 months ago on (Dec 01 2020 12:00 AM) | | | |
| Pending Assignees | | | |
| Created 9 months ago on (Jun 05 2020) by Ryan Kim | | | |
| <input checked="" type="checkbox"/> 0/1 | <input checked="" type="checkbox"/> 0/2 | Audited Financials Submission 2021 1 1 | |
| Assignees: <input type="checkbox"/> Rachel Wilson - Property Manager | | | |
| Approval from: <input type="checkbox"/> Jane Lewis or <input type="checkbox"/> Meredith Watson - Asset Manager | | | |
| Due in a month on (Mar 30 2021 11:00 PM) | | | |
| Pending Assignees | | | |
| Created 9 months ago on (Jun 05 2020) by Ryan Kim | | | |
| <input checked="" type="checkbox"/> 0/1 | <input checked="" type="checkbox"/> 1/2 | Audited Financials Submission 2020 1 1 | |
| Assignees: <input type="checkbox"/> Rachel Wilson - Property Manager | | | |
| Approval from: <input checked="" type="checkbox"/> Jane Lewis or <input type="checkbox"/> Meredith Watson - Asset Manager | | | |
| Due 2 days ago on (Mar 01 2021 12:00 AM) | | | |
| Pending Assignees | | | |
| Created 9 months ago on (Jun 05 2020) by Ryan Kim | | | |

02 Inspection

03 File Audits

04 Tenant Data

05 Compliance

06 Internal Audit

Add Collaborator

- Bennie Perez Inspector
- Dennis Mack Developer
- Jane Lewis Asset Manager
- Max Daniel Lender
- Meredith Watson Asset Manager
- Rachel Wilson Property Manager

★ Favorite this WorkCenter

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