PropOps

PropOps is the
data hub of real estate operations.
Simple, transparent, efficient.

PropOps

15 years of digitization of building operations

Feil, Feil & Feil GmbH (now part of OneQrew)
Since 2010, apps and clouds for service providers and tool manufacturers for trades, assembly, and FM in Stuttgart and Manila (100 software creators).

FieldPass GmbH (now part of OneQrew)
Since 2012, cloud-based data hub for trades, assembly, and FM in projects such as the Heinrich Schmid apps (for 6,000 tradespeople) and the STIHL mowing robotics cloud (75,000 mowing robots).

FieldBots GmbH
Since 2020, the largest international data hub for manufacturer-independent fleet management of FM cleaning robots.

PropOps GmbH
Since 2021, data hub for the aggregation and homogenization of real estate operations data for real estate, currently in version 5 (renowned portfolios from the banking and insurance sector).

PropOps

Real estate operations data is becoming more valuable. Data management is often underestimated.

Slowed Asset Growth

Investors are expanding their portfolios more slowly than desired because automation in building operations is lacking and, as a result, operations cannot be scaled. Documentation is done in Excel, on paper, or in outdated CAFM systems. The target/actual comparison of planned and performed maintenance and inspections is time-consuming and prone to errors. Data is distributed among service providers and cannot be further processed.

Service Provider Dependency

Often, only the on-site service provider is informed. The company's own knowledge of the composition of the technology and its history in the property is insufficient. Due to a lack of oversight and controlling, agreed bonus-malus regulations cannot be enforced. The confident re-tendering of properties based on one's own data often seems unrealistic.

Lack of Data Consistency

Neither are the master data of the systems sufficiently maintained, nor are maintenance and inspections recorded in a digital operating history. Data management in the existing stock is still far from the ideals of BIM. As a result, building technology, with its ever-increasing value share, offers great potential for unwanted room for interpretation, assessment, and negotiation, which can ultimately cost a lot of money.

Risk from Operator Liability

No matter how much you try to manage your risk and delegate operator responsibility by awarding the entire operation, in the end, it is about ensuring user safety, service quality, and economic and ecological aspects. In the current service market, due to the lack of tools, no one wants to make binding commitments, nor is the service itself verifiable.

PropOps

Use of 21st-century technology for high-quality operations.

Cloud-based, computer-independent web software and a sophisticated interface and subcontractor management

Strategic development of a data inventory from property operations through aggregation and homogenization, primarily from service provider systems

Complete and tamper-proof documentation of all operational activities in asset logbooks

Automatic monitoring and control of FM orders to relieve staff in AM/PM and ensure operational quality

PropOps

Strategy, financing, and automatic data flows for all internal and external service providers.

We find and agree on a long-term strategy for the digitalization of your portfolio operations

We anchor PropOps in your tenders, FM addenda, and service specifications to enable data flows and financing by external service providers

We gradually map your processes in PropOps and provide ongoing support to your AM and PM employees

We set up the property checkbooks and operate them on your behalf permanently and securely

PropOps

Data Hub PropOps Connect

AM

Permanent access to daily updated, aggregated, and homogenized data with fingerprinting in the blockchain for manipulation security

SP

CAFM or ERP of FM service providers and inspection companies; tendering and other platforms
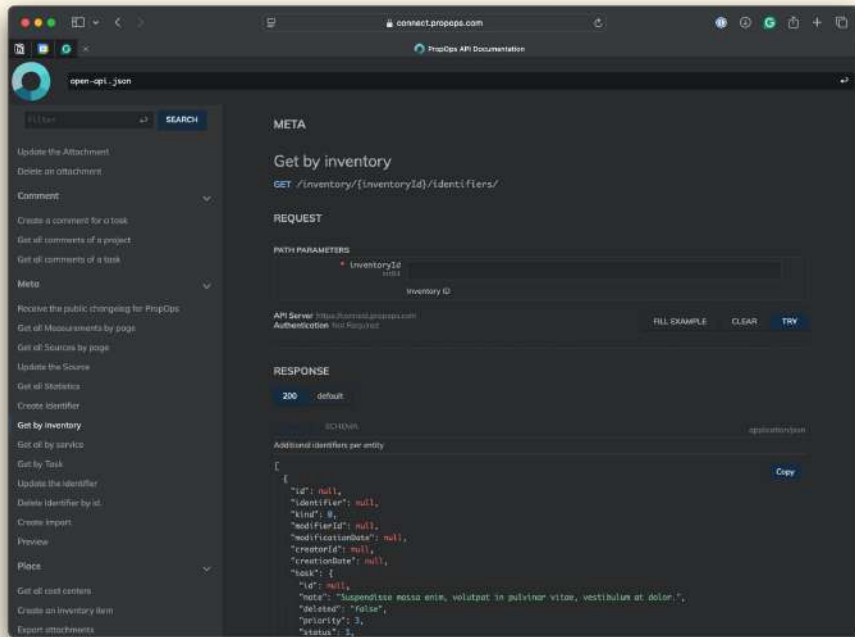
Systematic data exchange for new contract awards

Continuous interface management and integration of new service providers

PropOps Connect is a REST interface

- Authentication via OAuth 2.0
- 100% documentation is part of the playbook
- 100% coverage
- Basis for PropOps Comply

Documentation available at:
https://connect.propops.com/

PropOps°

Freely accessible interface documentation

PropOps

Data Flow

Technician on Site
Data on obligations, maintenance, inspections, defects, etc. are entered into the service provider's CAFM/ERP systems.

BMS and Smart Meter
Technical information is centrally consolidated, possibly via additional intermediate stages.

Service Provider 1

Service Provider 2

Service Provider 3

SP Catalogs

Technical Monitoring

Data as defined in the minimum requirements in structured form.

Action requirements derived from technical monitoring

PropOps
Data is aggregated and homogenized.

PropOps Dashboards

PropOps Reports

PropOps API

Auditor

Other Systems

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Monitoring and Reporting

It is the ongoing task of PropOps to monitor automated data transmission and to work without data interruptions. For this purpose, we have developed an internal dashboard and controlling routines.
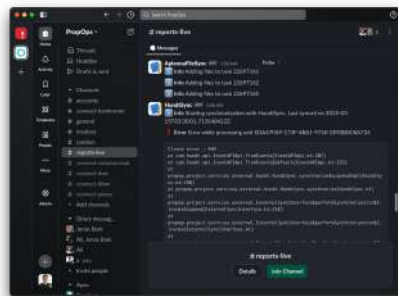
Controlling routines and integrations ensure seamless monitoring
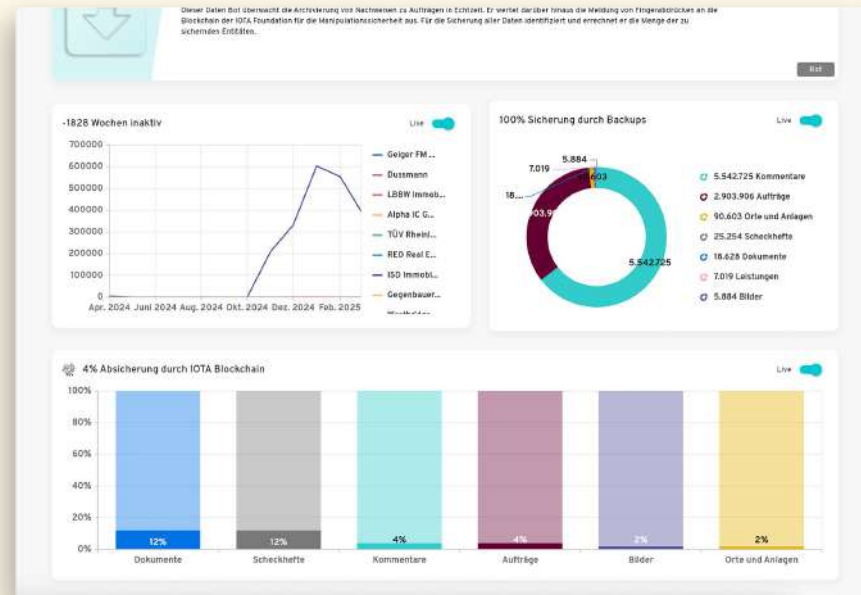
Internal monitoring dashboard

PropOps Comply

User-friendly live display based on at least daily updated data

Complications

Widgets

Dashboards
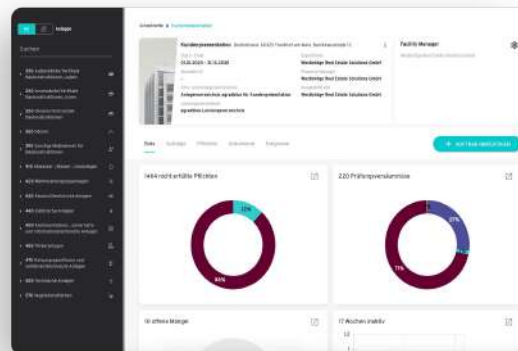
Example 1: Obligation fulfilment

A complete picture of your building's operational compliance only emerges when comparing the identified obligations with the maintenance and inspections actually scheduled.

The days of outdated Excel spreadsheets with color-coded cells are over. **The inspection bot automatically links tasks with obligations** and highlights weaknesses.
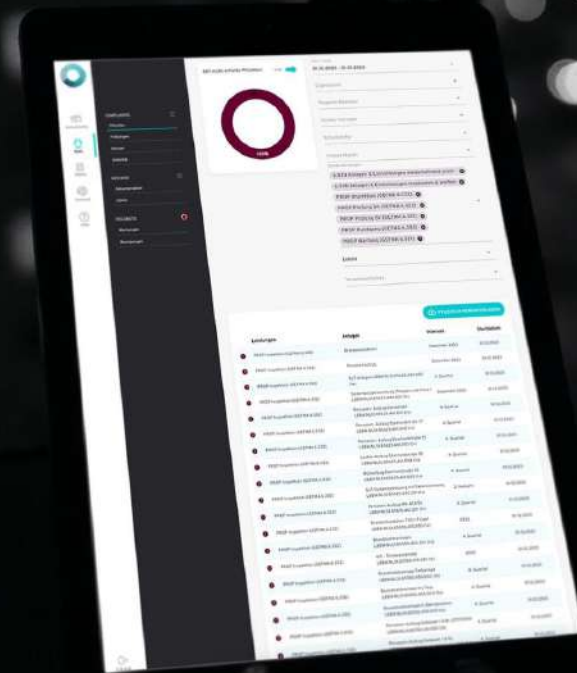
PropOps

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Example 2: Documentation

It is already a significant step to have an overview of all maintenance and inspections across the portfolio. Especially already in the planning phase.

The corresponding bot from PropOps Comply monitors compliance **with deadlines and the agreed documentation.**
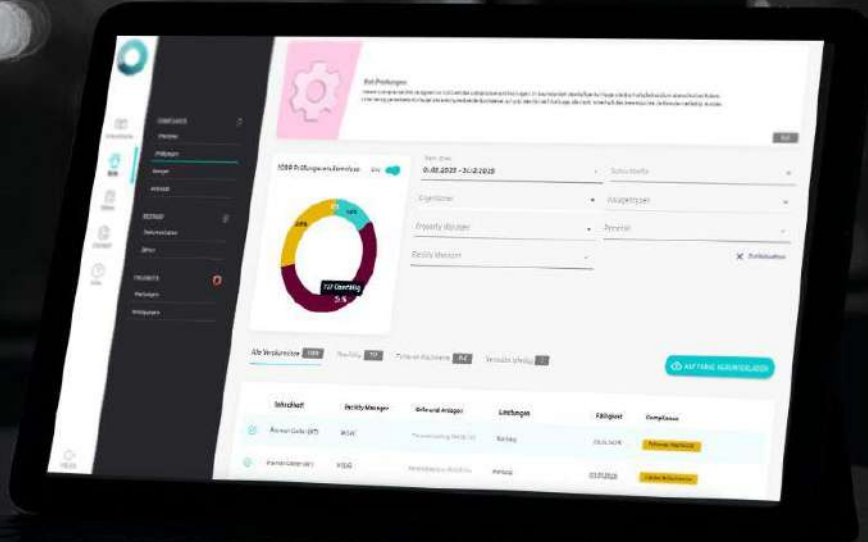
Example 3: Defect Tracking

Responsibilities do not end with completed maintenance and inspections. **Defects must be identified and rectified within a specified period, including documentation.**

With PropOps' own bot for defect tracking, this is now transparently possible.

Data Provision

PropOps ensures that you can **access your data at any time via the provided interfaces, export functions for Excel, PDF, and document downloads, and access via PropOps Connect.** By using Microsoft resources at the cloud location in Amsterdam, we ensure that we will not be subject to infrastructural bottlenecks in the future.

Numerous export options are available to you

Sometimes it is appealing
not to be a pioneer:
#Play by the book

Data Integration

Over the course of numerous integrations and operational projects, PropOps has developed a series of modules in recent years that now form the core of our playbook: proven standards, texts, processes, and documentation—all with a clear practical focus.

- Minimum requirements for data deliveries
- Proven text modules for contracts
- Templates for license agreements
- Sample schedules and data flow diagrams
- Technical documentation
- Automated monitoring
- and much more.
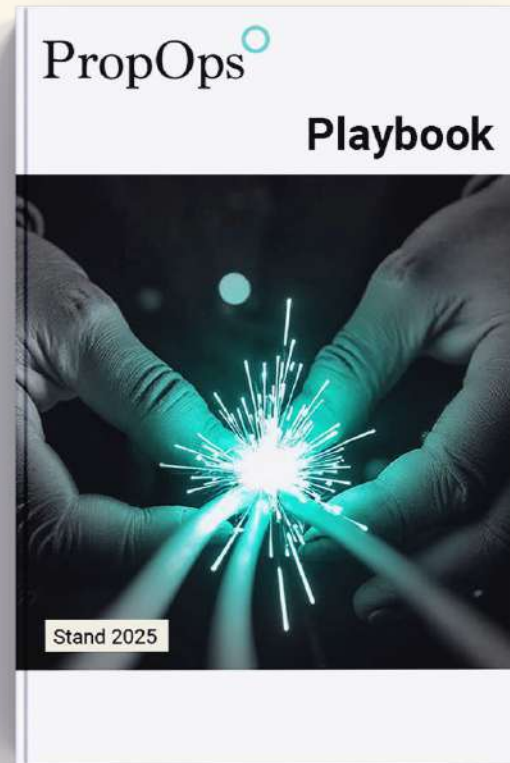
Support in regular operations

Transition from startup

- Retention of the dedicated contact-person
- Initial training (on-site or digital)
- Training videos
- Written training materials
- FAQ

Ongoing support

- CIP regular meetings
- Monthly reporting
- Access to test versions and development ticketing upon request
- Access to changelog and roadmap
- Refresher trainings

Incidents

- Support tickets from within the software
- Via contact person
- Documented emergency plans

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IT Security & Data Protection 1

Confidentiality

In addition to an industry-proven **rights and roles concept**, tried-and-tested **access rules** for several thousand users, and a **reputable software architecture,** regulated operation in the European part of Microsoft Azure ensures the necessary **confidentiality of your data.**

- **Rights & Roles**
- **API first**
- **GDPR Compliance**
- **Auditable**

Availability

PropOps ensures that you can access your data at any time via the provided interfaces, **export functions, access via PropOps Connect, or through your internal BI tools.** By using Microsoft resources at the **cloud location in Amsterdam**, we ensure that we will not be subject to infrastructural bottlenecks in the future.

- **Cloud in EU**
- **Backup Strategy**
- **Active Monitoring**
- **SLAs**

Integrity

PropOps continuously **monitors** data streams and permanently ensures the **validity of data points**, even when service providers (or systems) change. This also includes **audit-proof storage** of the data, a solid backup strategy, and the storage of fingerprints in the blockchain.

- **Audit-Proof Storage**
- **Blockchain**

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IT Security & Data Protection 2

PropOps is oriented towards **ISO 27001:2022** for **IT security**. This essentially requires documented plans and processes for handling IT systems and data. PropOps has decided to share its self-prepared and regularly updated documentation with its partners upon request. It is available in English **here**. It includes **provisions on IT security strategy, risk assessments, policies for handling our IT systems, development guidelines, and emergency plans.**

1. Information Security Strategic Plan
Strategic plan of PropOps to ensure information security

2. Security Assurance Plan
Practice-oriented guideline to strengthen information security through mechanisms, controls, and best practices

3. Acceptable Use Policy
Guidelines for the responsible and secure use of PropOps

4. Secure Development Lifecycle
Based on guidelines from the Microsoft Security Development Lifecycle

5. Infrastructure Security Best Practices
Description of best practices based on Microsoft's recommendations for developing cloud infrastructures

6. Data Backup Policy
Comprehensive guidelines and procedures for the regular backup and storage of important data

7. Incident Response Plan
Document that defines the procedures and policies for responding to security incidents

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