



Back-office strata management and accounting services

Outsource your IT operations with a newly developed world-class cloud-based solution

Our strata management and accounting platform enables you to outsource your back-office information technology, administration and financial services so that you can focus on doing what you do best... delivering professional front-of-house strata management services.

If you are a strata manager who is looking for ways to effectively manage the many complexities of a portfolio of properties, then we may have a solution for you.

For some years now, many in the industry have experienced reduced management fees, greater workloads, increased legislative compliance and staff retention issues – all in an increasingly competitive space. Technology in the strata management industry has not kept pace with these changes either, and strata managers are spending more and more time on administration tasks.

The PICA Group is in the process of establishing a solution in partnership with its technology partner, Urbanise www.urbanise.com. Being cloud-based and modularised, the Urbanise platform is the ideal strata management and accounting platform to provide you with flexibility, convenience, remote access capability, mobile and tablet apps, and selfservice web portals, etc. to allow you to manage your business at anytime of the day, without being office-bound.

What type of services can be outsourced?

- Strata administration and accounting application software system services
- Accounts payable invoice processing
- Insurance claim management and processing
- Tax returns and BAS
- Arrears management
- Meetings management
- Compliance and by-law monitoring
- Common area repairs and maintenance
- Facilities management

Our investment of more than \$16 million over the next 5 years in the Urbanise platform is the largest investment ever made in technology for the strata industry.

Do I need to outsource everything?

No, you can outsource as little or as much as you like.

Why would I consider outsourcing to PICA, a competitor of mine?

Firstly, we will be purely and solely your back-office support. Your data and intellectual property will remain yours, and the services you decide to outsource will look and feel as if you are delivering them. We'll back this with guarantees of data confidentiality and data security with ISO data encryption standards, fully and individually partitioned separate logical systems, databases and service level agreements.

Secondly, as a leader in the property services industry, the PICA Group has a genuine desire to change the way strata management services are provided.

Our investment of more than \$16 million over the next 5 years in the Urbanise platform is the largest investment ever made in technology for the strata industry. We hope that as our industry partners, you will share the benefits of this investment which will enable us to lift the industry standard in delivering more professional and superior management services.

What are the key benefits to my business?

- Access to a world-class technology platform
- Reduction in operating costs
- The ability to manage larger buildings
- Improvement in profit margins
- Free up time to provide more proactive, value-added services
- Improved customer and staff retention
- Grow your business without having to grow your staff numbers
- Turn services on and off as you please
- Access new revenue streams (such as behind-the-door services)

When will this service be launched?

The expected launch date is early 2018.