Technical Innovation in a Traditional Market — How VitaTech is Creating Smart Apps for Building Management

Jacques van der Krogt / Business Development / Van Dorp
Background
The market

- 82% of B2B customers can be reached online
- 86% are happy to pay for a better experience and service
- 89% change supplier after a bad experience
- 1% is happy with the current experience

Source: Brown Paper Company
Trends

- Increasing movement regarding accountability and reporting (up to 40% of their time)
- The past crisis has forced companies to cut their staff
  There is an aging economy
  The sector itself has a staff shortage of 66,000 people
- The economy itself is growing
- Change in demand for real estate regarding services
Needed: A different approach and solution
"Yesterday is yesterday. If we try to recapture it, we will only lose tomorrow."

Bill Clinton
Bottlenecks
Een offerte kan uit verschillende bronnen kunnen:
- Requisit (+ een type ticket)
- Storting (boven een x bedrag)
- Gepland onderhoud en nog aan te vullen
Achievements

- Automated contract management
- Automated asset calculation
- Automated fault, complaint and request processing
- Predictive maintenance and planning
- Automated quotation and execution process
Achievements

• Budgeting: OPEX, CAPEX and Landlord Expenses

• Automated asset management

• Automated finance for invoicing, cost calculation, sales price, rates and replacement maintenance

• Powered by 5 algorithms
Results

30% more effective maintenance

40% reduction of active work orders
Being digital: Employee productivity $+45\%$
Current status VitaConnect

- 8,000 contracts
- 15,000 objects
- 34,000 locations
- 15 million square meters
Tickets

- Maintenance: 164k
- Malfunction: 289k
- Job: 41k

Legend:
- Green: Maintenance
- Orange: Malfunction
- Purple: Job