



Standardize the operating model before adding automation.

An anonymized property-management scenario showing how Aslancor moves from fragmented requests to controlled execution, measurable ownership, and a practical 90-day rollout.



AUDIT

DISCIPLINE

AUTOMATION

THE BRIEF

A fragmented request process across a multi-property portfolio.

ANONYMIZED BUSINESS SCENARIO

Design an operating model for maintenance requests, tenant communication, and delinquency follow-up across a mixed portfolio using an existing property-management platform.

- 01 Requests arrive through phone, email, messaging apps, and building chats.
- 02 Work is not consistently captured in the official system.
- 03 Ownership, status, SLA, and closure evidence are difficult to verify.
- 04 Management needs one operating record and a repeatable control rhythm.

WORKING HYPOTHESIS

The likely gap is operating adoption - not a missing platform.

70%

**Process adoption
and discipline**

20%

**Configuration
and modules**

10%

**True missing
integrations**

VALIDATE, DO NOT ASSUME.

The first audit must separate capability gaps, configuration gaps, and user-adoption gaps before any additional technology is selected.

FIRST 30 DAYS

Audit before automation.

The first month determines whether the constraint is software capability, configuration, process discipline, or adoption.

01 CAPABILITY

- Platform version and modules
- Portal and mobile workflows
- Reporting and payment tools
- Integration access

02 ADOPTION

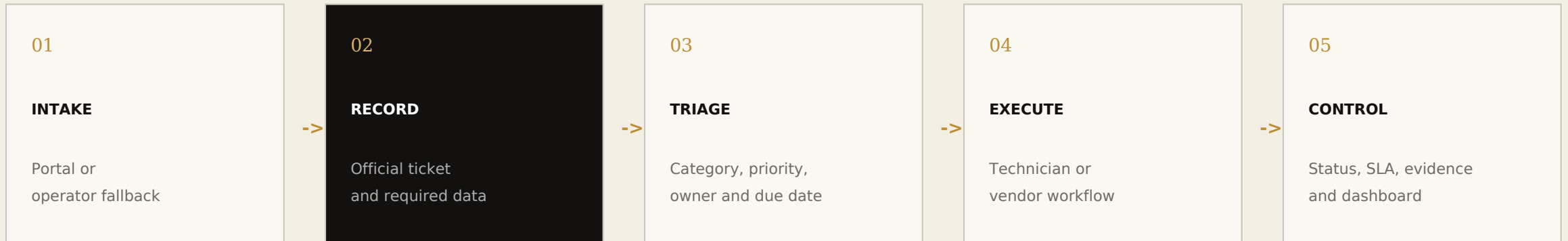
- Request volume by channel
- Portal activation
- Backlog and status compliance
- Employee and contractor behavior

03 DATA & RISK

- Response and resolution time
- Delinquent balances
- Repeat maintenance issues
- Current reports and blind spots

TARGET OPERATING MODEL

One official record. One accountable owner. One visible status.

**POLICY**

Messaging and phone may start the conversation - the official operational record must live in the system.

OWNERSHIP & CONTROL

The system becomes manageable only when responsibility and review cadence are explicit.

INTAKE	Operator / service desk	R
TRIAGE	Operations lead	A/R
EXECUTION	Technician or vendor	R
COST CHECK	Accounting	A/R
ESCALATION	Management	A

MANAGEMENT RHYTHM

DAILY	Unassigned, urgent, overdue
WEEKLY	Backlog, response, resolution, repeat issues
MONTHLY	Adoption, cost trends, contractor performance

90-DAY ROADMAP

Stabilize. Configure. Pilot. Enforce.

DAYS 1-30

AUDIT

Map channels, modules, adoption, backlog, risks, and reporting gaps.

DAYS 31-60

DESIGN & PILOT

Configure the workflow, assign ownership, set ticket standards, and pilot with one controlled group.

DAYS 61-90

ROLLOUT

Expand the model, enforce operating rules, train users, and activate management review.

90%+ routine requests captured**95%+ tickets have owner and status****Overdue work reviewed daily****Closure evidence required**

ASLANCOR PRINCIPLE

Do not build a second operating system around the first one.

Configure the core platform. Enforce the process. Automate only the measured gaps.

DISCLOSURE

This anonymized analysis is based on a pre-engagement business scenario. The proposed solution was not implemented, and the target metrics presented are not reported client results.