**concierge** *plus*

Tools & Features
Overview

Concierge Plus is an online property management platform that's designed to make life easier for Property Managers, Security Firms, & Front Desk Staff.
Our web-based solution is fully scalable and customized to meet the needs of any sized community. It also saves time and money while delivering better customer service to residents and board members.

Unit Profile

The Unit Profile is a summary view of all vital information related to a specific unit and its residents. It provides property managers and front desk personnel with a user-friendly overview of resident/owner information, deliveries, entry instructions, service requests, and amenity bookings. Your concierge desk can now track guests digitally and record visitor signatures using our optional digital signature pad.
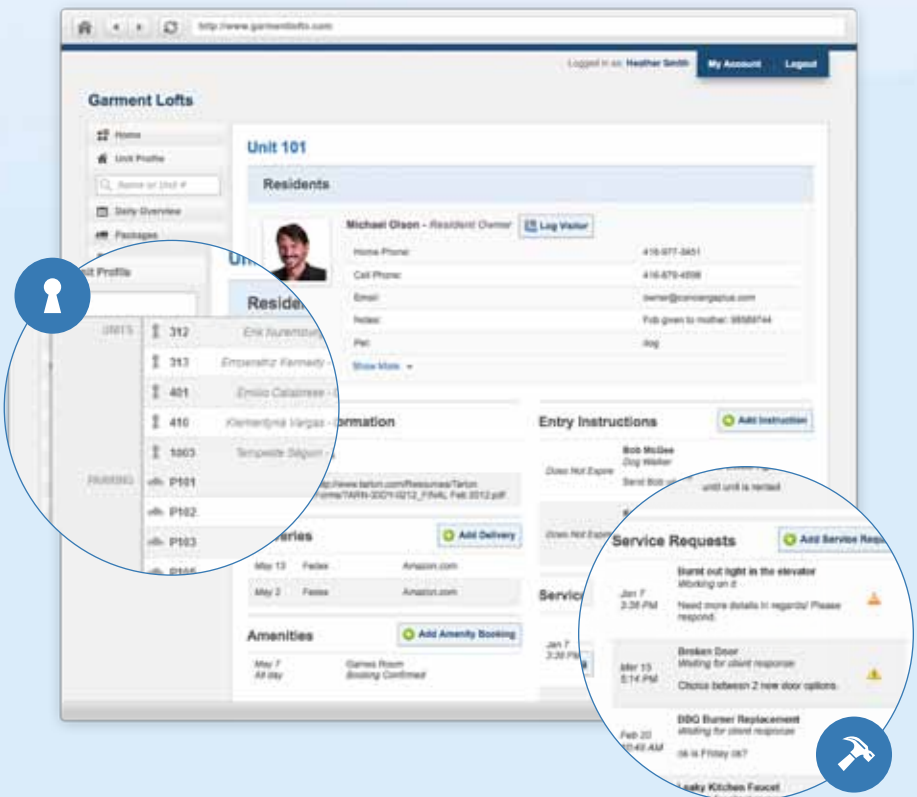
Package Tracking

Simplify parcel delivery management even further with a new, automated text (SMS) and phone call notification feature. In addition to emails, residents can now choose to instantly receive a text message, or an automated phone call, to their mobile phone, notifying them of a package delivery. A digital signature pad lets you keep a permanent, secure record of exactly who picked up a package. Our barcode scanner increases efficiency and organization by importing each package's waybill number.

Media Library

Securely store and share all of your community documents online in the Media Library. Using our simple drag-and-drop system, upload and distribute documents such as board minutes, forms, by-laws, floor plans, photos, and videos. Permission-based controls allow management to determine exactly which media files are accessible.

Entry Instructions

This important safety feature will save time and front desk congestion. Residents can use an online form to notify building management and security staff of details regarding who has access to their unit.

Parking, Bikes, Lockers

Track which parking spaces, bikes, and lockers belong to which unit. Security and front desk personnel can now easily manage visitor parking and track vehicle details. You can even print parking passes using our optional pass printer.

Daily Overview

This convenient tool gives property managers, security personnel, and front desk staff the ability to view a daily snapshot of all important administrative tasks such as notes from shift changes, and amenity booking requests.

Service Requests

Now it's easier for residents to submit service requests online (they can even upload images!) and property managers will appreciate a simplified way to organize requests as well as provide automated email updates to residents.

Amenity Bookings

Streamline the management of amenity bookings with an easy-to-use online form. Email updates are sent automatically when a request is approved, or updated. Your residents will love being able to see a detailed list common amenities as well as a calendar view of their availability.

Announcements

This feature offers the ability to develop and distribute targeted announcements for specific groups in your building. Announcements can be accessed online, sent via email, or printed for distribution. Your community website maintains a secure record of past announcements, available to you at any time, from anywhere.

Residents' Guide

Now you can maintain, update, and distribute your community's Residents' Guide with ease. Publish rules, by-laws, and other important information with this straightforward, searchable database.

Reporting

The Reporting feature is an easy way to generate comprehensive community reports and customize search criteria to meet your needs. A few of the reports most widely used are: Amenity Bookings, Service Requests and Parking Passes reports. These can be viewed online, printed, or exported to an Excel or PDF format.

Unit & User Manager

Stay up to date with resident contact details. The Unit & User Manager is searchable, categorized by resident types, and contains customizable fields to reflect the needs of your community. You can even attach files, such as images or documents, to specific units.

Workflow & Custom Permissions

A flexible solution for controlling access to different functions, the Workflow & Custom Permissions feature offers the ability to create and manage User Groups. You'll also be able to grant administrative access to any function within the Concierge Plus suite of features.

Quick Votes

Gather the opinion of community residents on any given topic with the help of Quick Votes. View instant results on topics such as landscaping or picking a date for the summer BBQ!

Discussion Forums

Create, moderate, and participate in discussions among condo residents with the Discussion Forums feature. You can invite discussion on specific forum topics for anything relevant to your community.

Community Calendar

Our Community Calendar lets residents see upcoming events while staff can keep track of building-related events such as scheduled maintenance or important board meetings. Permission-based controls allow you to choose which members can see which event.

Classified Ads

With the Concierge Plus dedicated Classifieds Ads feature, residents can easily post, search, and share items or services for trade, sale, or on offer. We've made uploading photos a snap and even created distinct categories so that residents can search through postings to find what they are looking for.

Incident Reporting

Concierge Plus is revolutionizing the way Property Managers, Security and Concierge staff create incident reports with the only completely customizable solution in the industry! Boost efficiency and accountability among your security team by recording incidents digitally, attaching photos and documents, and having a permanent record in a secure database that cannot be altered or deleted. Security staff sign off on a report with a digital signature and Property Managers receive instant email delivery of all new reports.

Newsletter

Our simple newsletter template lets management create customized communications for residents that can be shared as an email or printed and posted in common areas.

Tools & Features
Integrated Hardware

Enhance Concierge Plus through the use of our cost-effective integrated hardware. Install a barcode scanner and signature pad to streamline package and delivery management. Keep residents informed by setting up a mail room display screen. Our easy-to-use integrated hardware helps speed up processes, free up your time and is designed to work with the latest technology.

Apple iPad

No computer or wired internet at your front desk? No problem! You can purchase an iPad that offers all the same features and benefits of using a desktop computer. Connect to the internet using Wi-Fi or 3G/4G and mount securely to your front desk using an anti-theft device. Residents can sign for their deliveries right on the iPad and a Bluetooth barcode scanner can be added to enable your community staff to scan and organize all deliveries.

Barcode Scanner | *$199*

A barcode scanner is a cost-effective solution to simplify management of package deliveries. This plug and play scanner can be connected to any computer with a USB port. Integrated with the Concierge Plus Notifications tool, simply scan any waybill barcode and the tracking number will automatically populate into the appropriate field. Recipients receive instant notification that their package is ready for pick up. The barcode scanner works with all major courier and delivery companies.

Digital Signature Pad | *$199*

Integration of a LCD signature pad allows your community staff to capture signatures when residents pick up deliveries. Integrated into our intuitive Notifications tool, you and your staff can easily track when any given delivery has been picked up and by whom. Concierge Plus organizes and stores signatures that can be easily accessed at any time. The signature pad connects via USB port and requires no installation on your part. It's the smartest way to track and organize all your deliveries!

Digital Display Screens

Need an easy way to communicate with your residents? We offer digital display screens in a variety of sizes and price points which can be mounted in your lobby or mail room to provide updates on package deliveries, current weather and other important information. No effort is required on your part; Concierge Plus automatically pushes all information to the display screen. It's the most effective way to communicate with your residents!

**Try Our
Online Demo**
conciergeplus.com

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