

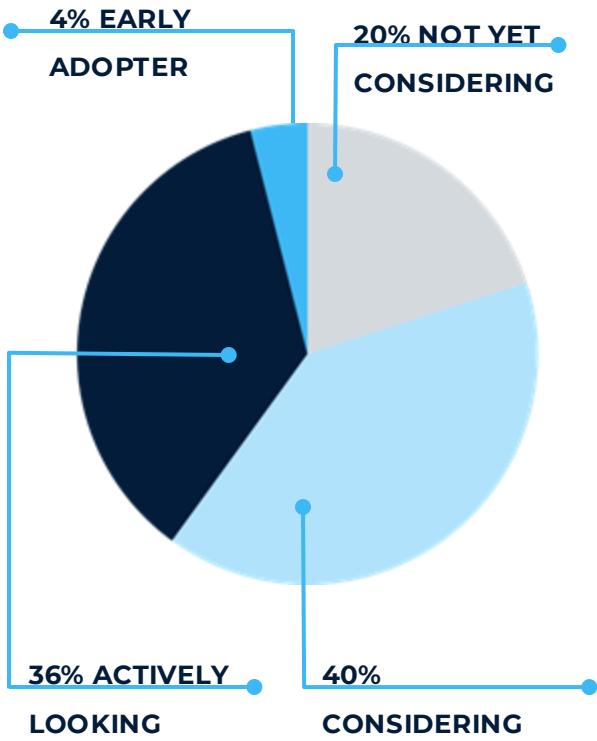
# **EFFORTLESS TENANT AND PROPERTY MANAGEMENT AT YOUR FINGERTIPS**

Convenience Is A Lifestyle: Get There, GET  RAY

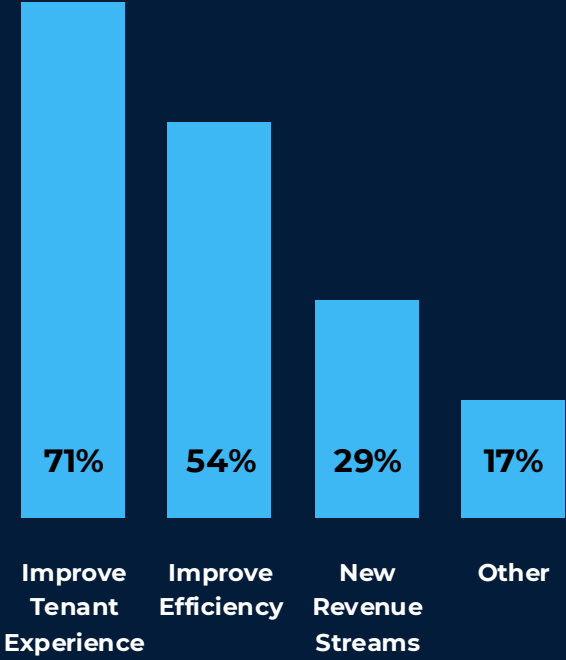
# **Industry Challenges**

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# Current Tenant Digitalization Adoption



# Most Interested In



# Biggest Challenges

- 72% Tenant satisfaction
- 48% Manual processes
- 48% Tenant communication
- 26% Time to fill vacant units
- 22% Tenant turnover



**12%**

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average annual  
rent lost with  
each move-out



**x3**

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more likely to  
leave if unhappy  
with experience



**40%**

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time spent on  
dealing with  
dissatisfied tenants



**30,000**

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average loss from a  
move-out: lost rent,  
marketing, sales

# Introducing RAY Labs

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**DELIVERING UNPARALLELED  
TENANT AND PROPERTY  
MANAGEMENT EXPERIENCES**

# We Are

A tenant and property management Prop-tech (Property Technology) company that offers a powerful, **branded/white-labeled platform**, benefitting tenants, landlords, property management companies and real estate agencies/developers, **in both residential and commercial spaces.**

RAY includes highly beneficial features for all stakeholders, and has the ability to integrate with many external systems.



## Repair Services Dispatched

Hello Mohammad, someone will be at your unit in 20 min!

## Great Service!

Stove Fixed in time for Lunch!



## Meeting Room 20B Booked

Your booking for today at 2:00 pm has been confirmed!

## Available Amenities



# Our Vision

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Create a future where our pioneering technology seamlessly integrates with the built environment, fostering intelligent and interconnected smart facilities that elevate the quality of life for all.



# Our Mission

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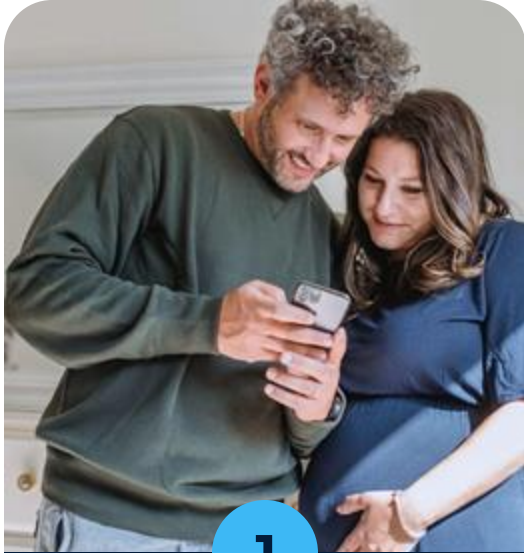
For the past 7 years we have been on a mission to **Empower Property, Tenant and Facility Managers** with the tools they need to provide a truly modern and seamless tenant experience, all in real time.



# **Our 3-Fold Approach**

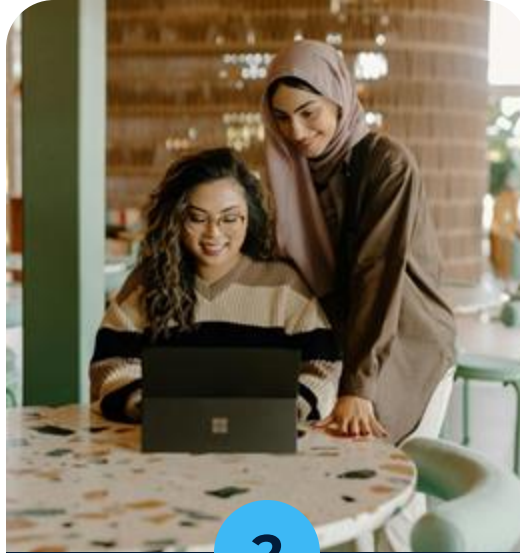
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# Our 3-Fold Approach



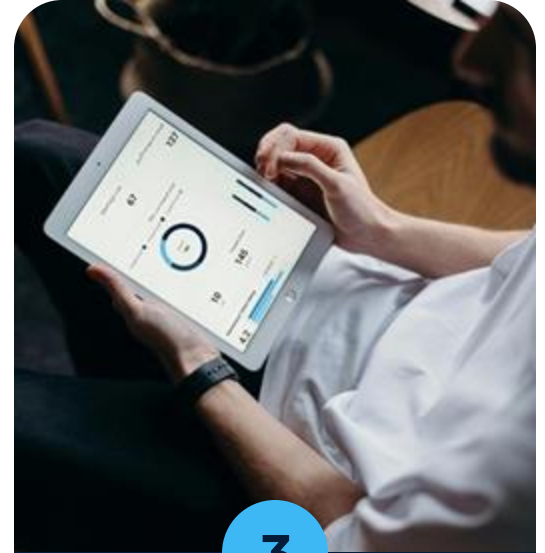
1

**Offer a world-class digital tenant experience**



2

**Streamline tenant and property management processes and increase efficiency**



3

**Increase revenue by optimizing retention rate and unlocking more revenue streams**

# Building A World-Class Tenant Experience

Digitizing your tenant's experience is by far the most cost effective way to improve tenant satisfaction.

- Referrals
- Reputation
- Retention
- Rental price



## Apartment 005

3 Bathrooms 2 Bedrooms

AED 3000/month

RENT NOW



## Lease Agreement

Hello Majed,  
You can find your tenancy agreement [here](#).

## Check-In List

Welcome Majed and Rana to your new home, you can find the tenant check-in list [here](#).



## Visitor Request Granted

Happy Moving Day!  
Your moving truck has been given access to the compound for the day 12/04/2024.



# Streamline Processes

- Team productivity
- Operational costs\*
- Less manual admin

\* RAY clients have reported a **20% cut in operational costs** due to faster ticketing processing time



## Electric Request

Details: Add electric socket  
Location: Office 208  
Requested: 10:23 am | Tue-11  
Status:

In progress



Resolved



## Scheduled Maintenance

Dear tenants, our yearly maintenance check will be taking place on 24/12/2024.

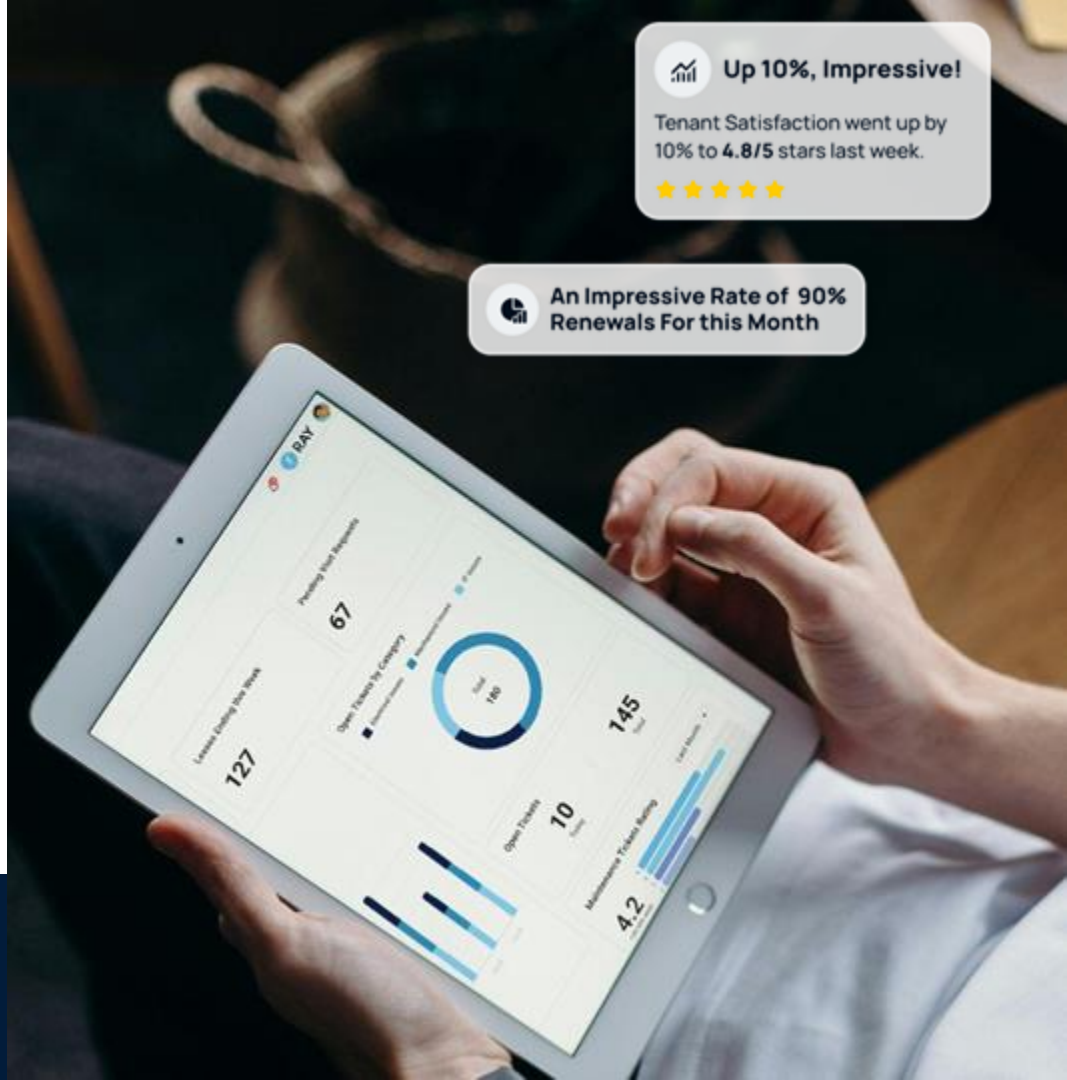
PUSH NOTIFICATION



# Leverage Data

- Improved services and facilities
- Proactive operations
- Higher safety and security

\* RAY clients have reported an average **increase in retention rate of 25%** only 12 months after implementing the solution





**Why RAY?**



## Communication

- Community Feed
- Chatting
- Notifications
- Events & News
- Polls & Surveys
- Directories



## Property Management

- Maintenance
- Repairs
- Ticket Management
- Lease Signing



## Safety & Security

- Mobile Access to Unit & Facilities
- Easy to Use Visitor Management System
- Network Access Control
- Secure Digital Rent Payment



## Services & Amenities

- Digital Concierge
- Community Spaces Booking
- Services (laundry, cleaning, etc.)
- Restaurants & Shops Delivery



The Most Intuitive & User-Friendly Platform in the Market



360-Degree Solution for Property Management



White Labeling



Dedicated Support and Training (Arabic & English)



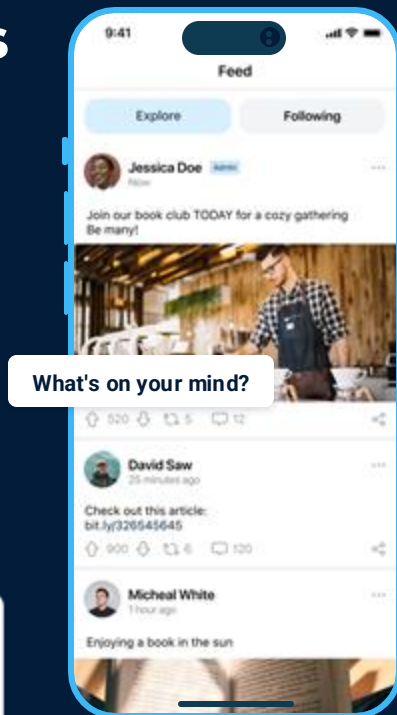
Constant Innovation and Development



Powerful Integrations & Insightful Analytics



# RAY for Tenants



**Maintenance Requests**



**Visitor Management**



**Community Space**



**Booking System**



**Concierge**



**Directories**



**Marketplace**



**Online Payments**

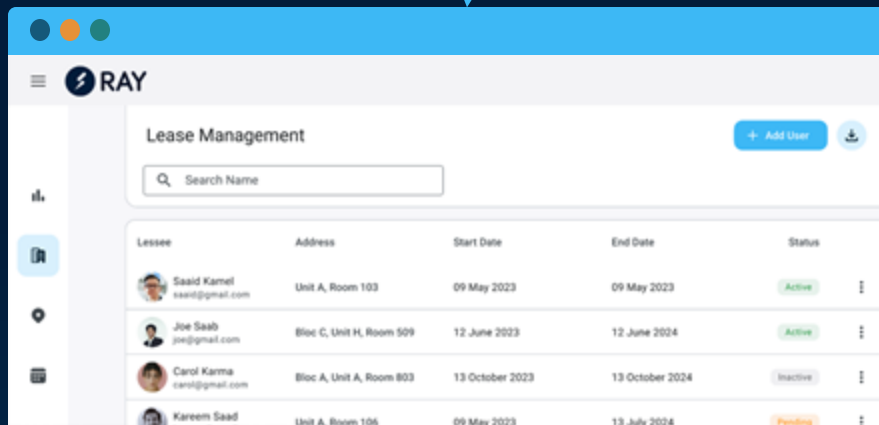
1. Adding convenience to living and working spaces through world-class solutions.

2. Encouraging communities to be active and engaged through a user-friendly app.

3. Simplifying day-to-day activity related to the living or working spaces.

# RAY for Property Managers

Admin



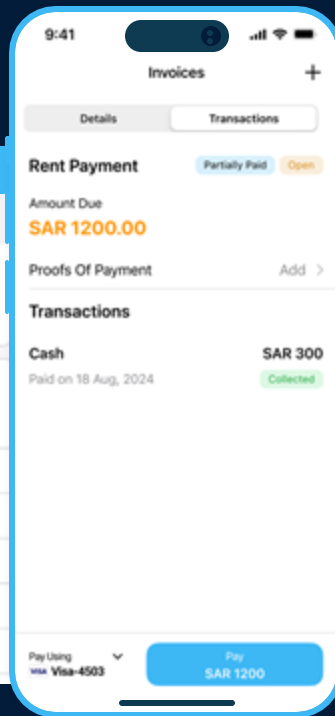
The screenshot shows the RAY Admin Dashboard. At the top, there's a 'Lease Management' section with a search bar and an 'Add User' button. Below this is a table listing lease details. A modal window is open at the bottom left, showing details for 'Apartment 14 Lease'.

Lessee	Address	Start Date	End Date	Status
Saaid Kamel saaid@gmail.com	Unit A, Room 103	09 May 2023	09 May 2023	Active
Joe Saab joe@gmail.com	Bloc C, Unit H, Room 509	12 June 2023	12 June 2024	Active
Carol Karma carol@gmail.com	Bloc A, Unit A, Room 803	13 October 2023	13 October 2024	Inactive
Kareem Saad kareem@domain.com	Unit A, Room 106	09 May 2023	13 July 2024	Pending

Field	Value
Lease ID	00001
Building	Building A
Unit	Apartment 14
Start Date	Oct 28
End Date	Jan 28
Lessee	Karim Asaad

Tenant



Data Dashboards



Business Performance  
Insights



System Integration



Tenant Feedback

1. Implementing advanced data pipelines to collect valuable information.

2. Giving property a tech edge against competitor.

3. Connecting key stakeholders.

# RAY for Employees

Joe has changed ticket Maintenance Request status

In progress

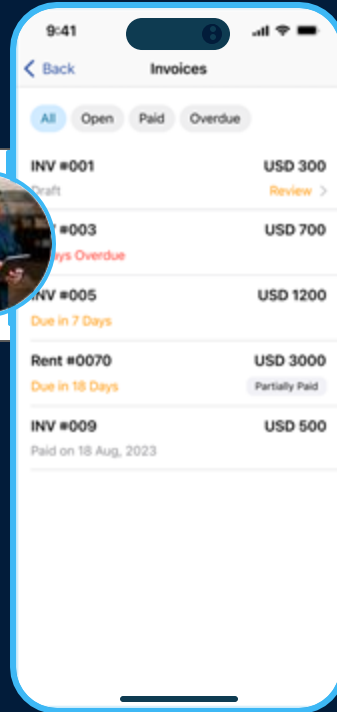


Resolved

9 minutes ago



Amazing Service!



9:41

< Back Invoices

All Open Paid Overdue

INV #001	USD 300
Draft	Review >
#003	USD 700
Days Overdue	
INV #005	USD 1200
Due in 7 Days	
Rent #0070	USD 3000
Due in 18 Days	Partially Paid
INV #009	USD 500
Paid on 18 Aug, 2023	



Maintenance Requests



Booking System



Project, Building & Unit Management



Invoicing



Payment Collection



Lease Management

1. Increasing efficiency of operations.
2. Reducing administrative work.
3. Streamlining & managing payments through reminders.
4. Maintaining effective communication and live updates.

Did you know that **RAY**



**5+**

Countries with  
a focus in the **MENA**



**25,000+**

Active users benefiting  
from our services

 **Capterra**

★★★★☆ 4.7

 **GetApp**

★★★★☆ 4.6

**Software Advice.**

★★★★☆ 4.6

**Excellent**

Ratings across  
the board

# Some Members of Our Connected Community

## Saudi Arabia (KSA)



## United Arab Emirates (UAE)

CzarWorkspace

DMCC



## And Many More



Cohort

# Our Customers Say It Best



**Hashem M.**

**Managing Director** | Al-Bustan Village Compound, Olayan Group



“RAY platform provided us with **an integral** tenant and property management **solution** covering all functions required by Al-Bustan Village. **Our residents love it** and this solution has become the premier communication tool within our community.

The team behind RAY has been **responsive to our evolving requirements** and they fully understand our business.

Thanks very much for your good work and we value our partnership.”



**Jean N.**

**General Manager** | The award winning Vives Compound



“RAY is an **impressive software** that has **significantly aided** us in connecting tenants with management, reception, maintenance, and other teams.

The platform has facilitated the delivery of our services in **the most efficient** manner possible, thereby enhancing customer satisfaction by minimizing room for error.

Their solution is **remarkably user-friendly**, and the support team consistently enhances the app by adding useful features.”

# Takeaways



**Meeting Room  
Booked for  
2:00pm Today**

**1**

**Digitalization is no  
longer a nice to have**



**2**

**Future-proof  
your community**



**Amazing Service!**

**3**

**Happy tenants will do  
your job in attracting  
new tenants**





**IN TODAY'S FAST-PACED  
WORLD, CONVENIENCE  
ISN'T JUST A LUXURY;  
IT'S A LIFESTYLE CHOICE.**

That's why our tenant and property management platform is crafted to align with your modern living needs.

**WELCOME TO THE FUTURE,  
WHERE CONVENIENCE  
REIGNS SUPREME.**

**WELCOME TO RAY**

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