

# Revolutionized Customer Engagement with Innovative Online Management Portal



## Summary

The client had a simple problem—customers couldn't easily raise complaints, make payments, or even check updates. Everything was slow and scattered.

For a real estate company that promises a better life, this disconnect was damaging more than just time—it was hurting trust.

INTECH helped fix that by building a portal where everything just... worked. One place for people to pay, ask for help, and feel taken care of.

## About the Client

Based in Dubai, this developer builds homes, malls, and workspaces across the city. They're well-known and deeply invested in giving people not just buildings—but peace of mind.

They have a solid presence offline, but their digital journey needed some serious catching up.

## Client's Challenges: Everything Was Everywhere

Their systems weren't broken—but they weren't working together either. Customers were stuck jumping through hoops, and nobody had the full picture.

### Key Challenges:

#### Talking to the Company Was Hard

Calls. Emails. Waiting. Most things took longer than they should have.

#### No Easy Way to Pay

People still had to go to the bank or call someone just to pay rent. It was old school.

#### Complaints Got Lost

If someone had a plumbing issue or needed help, there was no place to raise it. Things slipped through the cracks.

#### Teams Were in the Dark

Customer history, payments, issues—it was all stored in different places. Nothing felt connected.

#### Mobile Users Were Ignored

Most of their audience was on smartphones, but their app didn't do much.

Customers felt like they were always waiting. Teams were always catching up. The experience wasn't matching the brand promise.

## INTECH's Solution: A Portal That Felt Like a Conversation

INTECH didn't bring a fancy product pitch. They just asked, "What's bothering your customers the most?" Then we built something that actually solved those problems—starting with how people like to use their phones. We didn't focus on features first. We focused on feelings: Where's the friction? Where's the wait?

The goal wasn't a "tech solution." The goal was to make life easier—for everyone involved.

Here are the key features:

#### Quick Pay That Just Works

- ▶ No extra clicks. People could now pay through UPI, cards, or net banking right inside the app.

#### A Real Service Tracker

- ▶ You raise a request, it gets logged, and you see updates. Like food delivery—but for your plumbing issue.

#### Built on Flutter

- ▶ The same code runs on both Android and iOS. Looks native. Works smooth.

#### Dart Behind the Scenes

- ▶ Makes everything fast and keeps the logic clean—no bugs or delays.

#### Team Dashboard

- ▶ Staff can see who paid, who complained, and what's pending—all in one place

#### Secure and Transparent

- ▶ Every request, every payment, every update—visible to both sides, with nothing hidden

## Implementation process

This wasn't a "build it and walk away" job. We worked alongside the client team, listening to their daily challenges and fixing them as we went.

Talked to the Right People: From front-desk staff to tenants, we asked everyone where things were going wrong.

Here is how we did it:

- 1 Designed Before We Coded**  
Wireframes and simple mockups were tested early so no one felt lost later.
- 2 Built in Blocks**  
Quick Pay and Service Requests were made as modules. If one needed a change, the rest stayed solid.
- 3 Rolled Out in Waves**  
Started with a pilot group, learned from real users, then scaled to everyone.
- 4 Full Handholding**  
Staff got live demos. Tenants got help videos. Nobody was left wondering how it works.

## Business Impact

A few small changes made a huge difference—for both the client and their customers.

The impact of our solution includes:

3x faster response to tenant complaints

40% more payments done digitally

70% fewer follow-up calls for simple queries

With this portal, the client didn't just improve operations they restored trust.

People felt heard. Teams felt in control. That's the win.

## Tools and Technologies Used

We didn't over-engineer. We picked tools that worked—fast, light, and future-ready.

- ✦ **Flutter:** One codebase for both platforms, saving development time while keeping the design consistent.
- ✦ **Dart:** Helped us manage app logic efficiently and create a smooth user experience.
- ✦ **Payment Gateway API:** Integrated securely for instant payments and confirmations.
- ✦ **Firebase Cloud Messaging:** Used to notify users in real-time about updates or actions needed.