

Press Release

PROVIS LAUNCHES ITS NEW ONLINE PORTAL

- Newly launched online portal allows owners and residents to manage their properties from the comfort of their home.

Abu Dhabi, UAE, 17th July 2019: Provis, the Abu Dhabi based company established to deliver market leading and innovative solutions, has launched today its online Provis Portal at Provis.ae as part of its mandate to continuously enhance customer experience across Provis communities, and revolutionize the UAE estate management solutions market.

The firm, a fully-owned estate management arm of Aldar Properties, offers a full suite of specialized real-estate services including property consultancy and management, owners' association consultancy and management, sales and leasing, clubhouse and lifestyle management across the UAE. The new portal is intended to combine all services related to the Provis managed communities, providing a seamless experience for clients. This launch represents the first milestone in Provis's digital transformation roadmap, that will also include the launch of mobile applications as well as online platforms to fully integrate processes across all operations.

Sameer Barakat, Executive Director at Provis explained, "At Provis, we strive to create a more streamlined and efficient service for our clients, and our decision to launch the Provis Portal represents our innovative approach to realizing our vision. Our focus for 2019 will remain to be the introduction and integration of new technologies that can make the customer experience seamless, convenient and enriching across various customer engagement touch-points, and we still have several initiatives in the pipeline to diversify our offerings and expand them across the region."

Provis community-managed owners and residents will receive individual log-in details to enjoy the full suite of online services, through which they can access and review their personal information, view financial statements, view payment history of community related expenses, make online payments, upload any required documents, book services or maintenance requests, view and book their community amenities, classes or events as well as report any issues within their communities or units. Members will also be able to connect with the wider community through a live chat function and view live updates and notices in their communities.

Provis, since its inception, has worked tirelessly to identify and meet the needs of the current market, and pre-empt the potential changes in requirements of the future and the challenges these developments will bring. The organization applies a combination of expertise with innovative thinking across a range of

real estate services. Its goals are underpinned by a desire to provide clients with integrated services that make life and business processes easier respectively, and through their deep understanding and market knowledge, offer innovative ways of working with customers to ensure they receive the best customer experience.

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About Provis:

Provis offers deep industry knowledge, technical expertise and a commitment to exceptional service with a dedicated team that works as one to deliver integrated solutions in the UAE and the wider region. From Sales & Leasing to Property Consultancy & Management, Owners' Association Consultancy & Management and Clubhouse & Lifestyle Management, Provis applies innovative solutions and cutting-edge technology to add tangible value for clients as well as their properties at every stage of the property lifecycle.

Provis currently manages over 13,500 units under property management, nearly 15,000 units under Owners' Association Management, and thousands of properties sold and leased.

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