

## Empowering Building Managers

A Case Study of How MYBOS Software Reshaped Building Management

**Client** - Melbourne Owners Corporation (MOCS)

**Interviewee**: Shawn Lu - General Manager @ MOCS

**Building Name and Location**: Lakeside at 77 Queens Road, Melbourne

Melbourne Owners Corporation Services (MOCS), under the astute leadership of General Manager Shawn Lu, has adeptly utilised the capabilities of MYBOS Software for the past six years. Distinguished by its youthful dynamism, Melbourne Owners Corporation Services (MOCS) stands as a vibrant and forward-looking strata management organisation driven by a commitment to progressive expansion. Imbued within MOCS is an ingrained culture centred on providing personalised, elevated levels of service that consistently surpass the expectations of their esteemed clientele.



MOCS expertly administers a comprehensive and diverse property portfolio encompassing expansive residential estates, commercial buildings, towering residential complexes, boutique establishments, and facilities catering to the elderly.

### Why MYBOS

The decision to adopt MYBOS was driven by the need for a building management solution that caters to specific needs, in addition it was seen as vital to move away from the reliance on Excel sheets and other makeshift processes. A comparative analysis pitted MYBOS against another SaaS building management solution, ultimately MOCS tilted in MYBOS's favour.

*"The Australian origin of MYBOS played a pivotal role in this decision due to its purpose-built design, in addition to aligning with the preference for local partnerships. Furthermore, it was easy to use highlighted by the user-friendly design and interface which ensured our staff could quickly learn and utilise the platform."* Shawn Lu

### Streamlining Day-to-Day Operations:

MYBOS has contributed to a shift in MOCS's daily operations. Automation has become key, particularly evident in the streamlined booking system. The platform's intuitive interface and specifically its broadcast and communication features including SMS, email have considerably improved communication with between the building manager and residents. While the cases and work order features have transformed maintenance coordination into a seamless

# MYBOS

## Elevating Operations

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### Empowering Tenant and User Experiences:

MYBOS's has contributed to an improved experience for owners, residents and end users. An example has been the simplified booking process using the Amenity feature on the MYBOS Resident App. Residents can easily make a booking for a lift, kitchen and other facilities. This feature has enhanced MOC's commitment to enhancing user convenience.

### User-Focused Training and Support:

Transitioning to MYBOS was aided by its user-friendly design and ease of use, requiring minimal training. The platform's self-explanatory nature meant a gentler learning curve. Adequate technical support was a constant companion, ensuring a smooth journey through implementation. If an issue does arise the support team can be contacted easily by contacting the helpdesk.

### Measuring ROI and Recommendation:

*Reflecting on their MYBOS experience, MOCS enthusiastically endorses its benefits. "At MOCS, the return on investment stemming from MYBOS goes beyond monetary gains. Liberating the building manager from their desk has been a pivotal change, allowing quick reference to the maintenance calendar. This time-saving aspect translates into tangible cost savings." Shawn Lu*

MOCS's partnership with MYBOS paints a vivid picture of how technology can reshape building management. From automation to improved tenant interactions, the positive effects resonate throughout MOCS's operations. This journey underscores the power of purpose-built solutions in transforming industry practices, paving the way for an efficient and user-centric approach to building management.