The HOUSEMONK

CASE STUDY

How Grexter adopted a **mobile-only ecosystem** to elevate tenant experience

Company Profile

Portfolio type	:	**Coliving / Coworking**
Founding year	:	**2016**
Founder	:	**Nikhil Dosi & Pratul Gupta**
Location	:	**Bangalore, India**
No. of units	:	**1200+**
Total funding	:	**$1.6 million**
Most used feature	:	**Ticketing**

Founded in January 2016 by two IIT Madras Alumni – Pratul Gupta and Nikhil Dosi, Grexter Living provides built-to-suit urban studio rooms, which caters primarily to salaried employees, fresh graduates, and techies in the age group of 18-25 years.

Today, they have more than **1000 coliving units and 500 coworking units** across Bangalore in key areas like Whitefield, Electronic city and HSR layout.

The Challenge

Ensuring a quick redressal mechanism for tenant queries isn't easy for a company that has a large portfolio of 1200+ units and more than 6,000 tenants.

With 57 properties situated in the key areas of Bangalore - the Silicon Valley of India, like MG road, Electronic city, Hebbal, Koramangala, HSR layout etc, Grexter was struggling to streamline ticketing operations.

1200+
units

6,000
tenants

57
Properties

It was a **hassle to coordinate** with technicians from different regions and track the status of a raised issue.The absence of mobile apps made it even more difficult for tenants to **raise complaints**, technicians to check and **resolve the tickets** and property managers to **monitor** the status.


Tenants, who were always on the move, had to **log in via desktop** every single time to report an issue and check for updates.
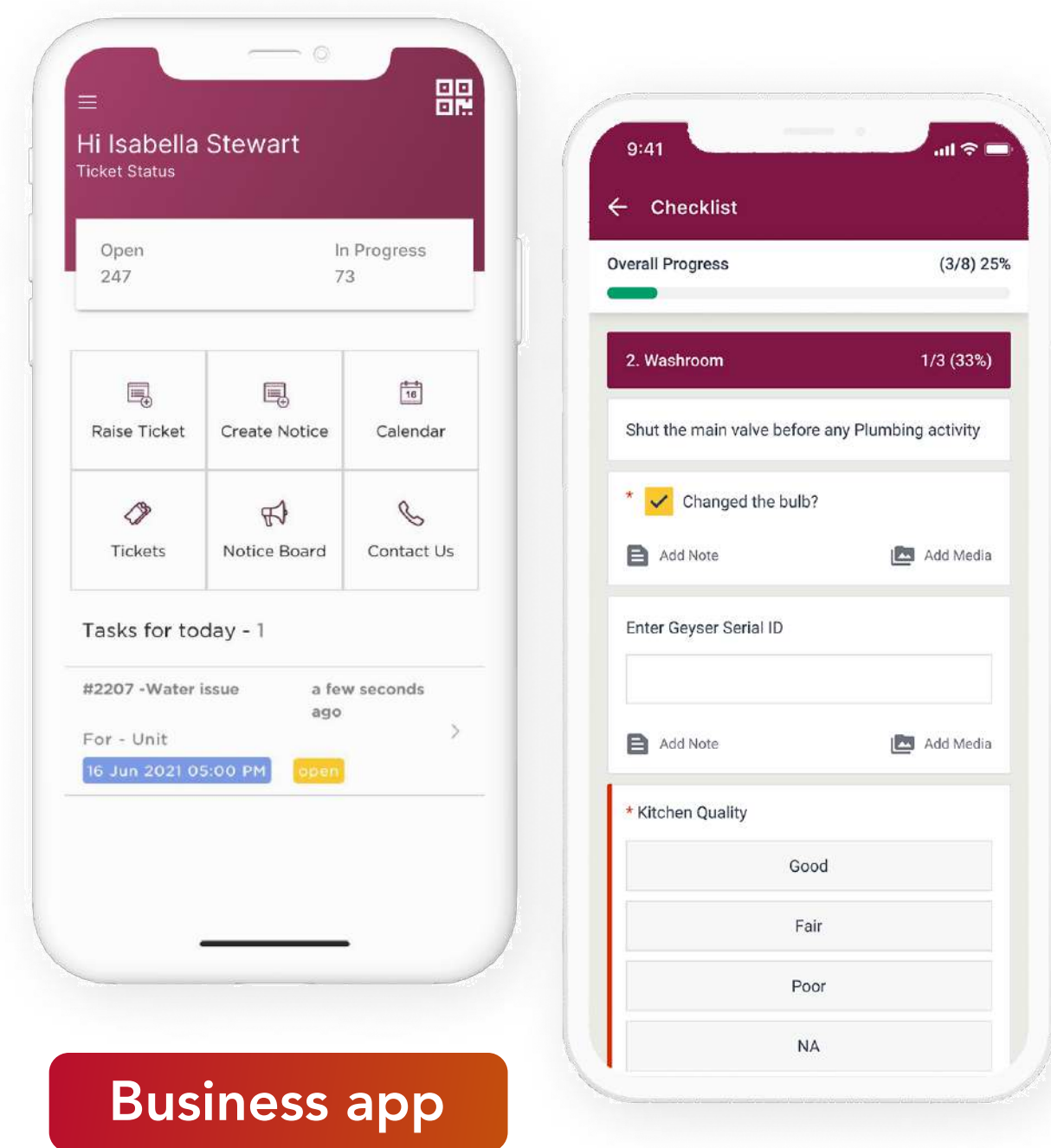
The Solution

After evaluating various coliving management software, Grexter decided to use TheHouseMonk system to smoothen maintenance & tenant complaint processes.

We facilitated a **mobile-only ecosystem** for Grexter which was aimed at saving time and increasing productivity by raising and tracking complaints with a few clicks.
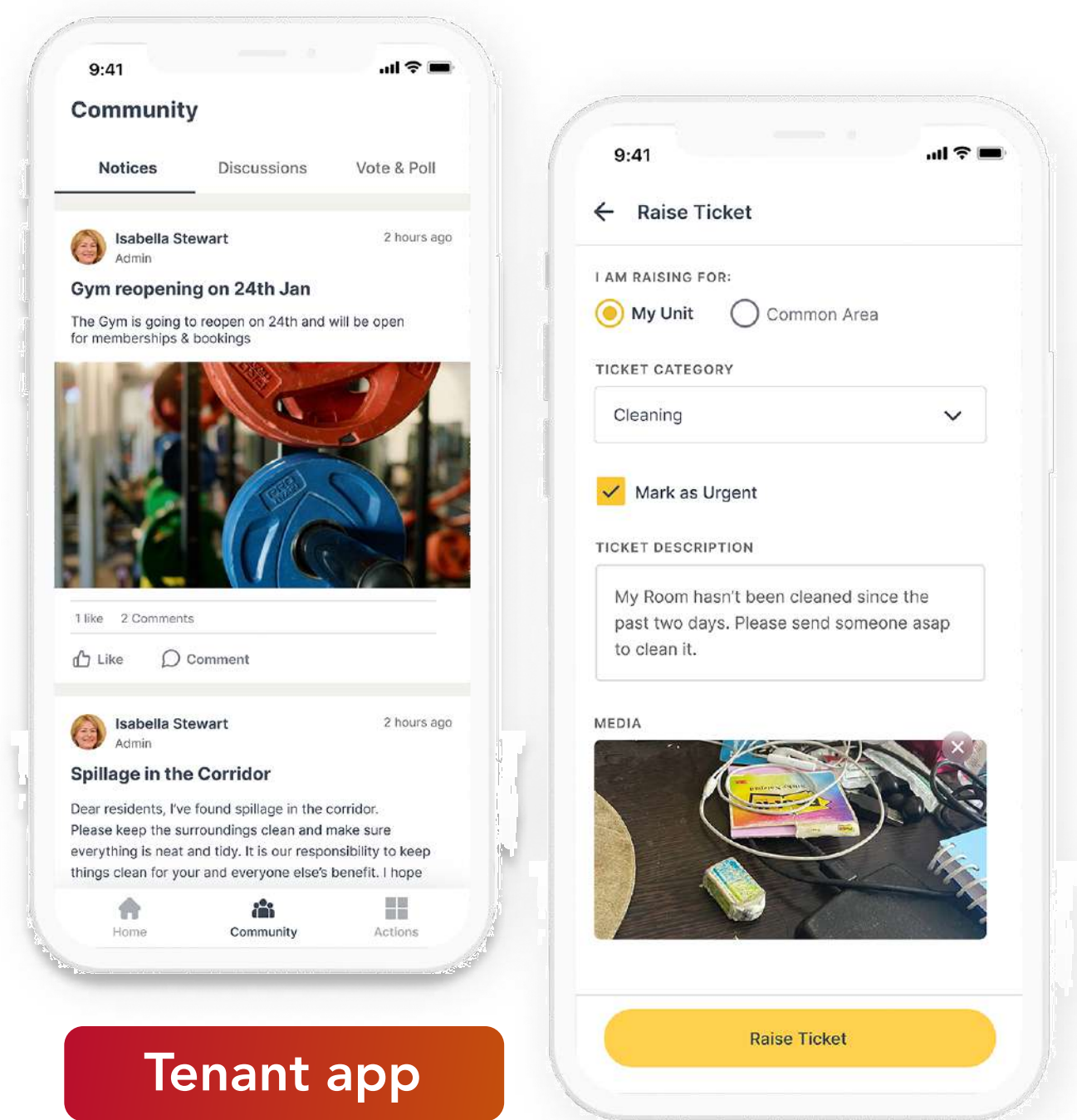
Tenants could now raise tickets via **TheHouseMonk Tenant app** and technicians and property managers could address and resolve the raised issues using **TheHouseMonk Business app.**

Tenant app

Business app

Let's look at the results

With the help of our ticketing feature, Grexter has created **50,250** tickets with our system till date with an incredibly high ticket resolution rate of **98.7%**.

This has in turn led to an enhanced tenant experience and hyper-organized workflows.

SLA - **2 hours**

Level 1: **3 days**

Level 2: **5 days**

98.7% Resolved

35,250

34,805

Tickets Created

Tickets resolved

50,250
Total tickets raised

The incorporation of the ticketing feature has been a game-changer for Grexter, as it allowed them to streamline their operations.

The ability to consolidate all incoming tickets in one place and assign them to the appropriate team with ease has tremendously increased their efficiency.

Previously, they had to coordinate with technicians on different platforms which often led to confusion and delays in resolving issues.

However, with this new system, they can easily track the progress of each ticket and ensure that tenants' concerns are addressed promptly.

Property	Raised by	Category	Technician	Job Date	Created by
D 503, Halaus	Rhea Metz	Furniture	Nancy	30/06/2023	Nisha
A 401, Las Dunas	Rosalee Carroll	Cleaning	Jose	29/03/2023	Bishop

#33092251 ↑Escalated

Property
A 401, Las Dunas

Category
Plumbing

POC   Technician   Deadline date

Raised by
Johnson Loj

#33092251   In-Progress   ↑High
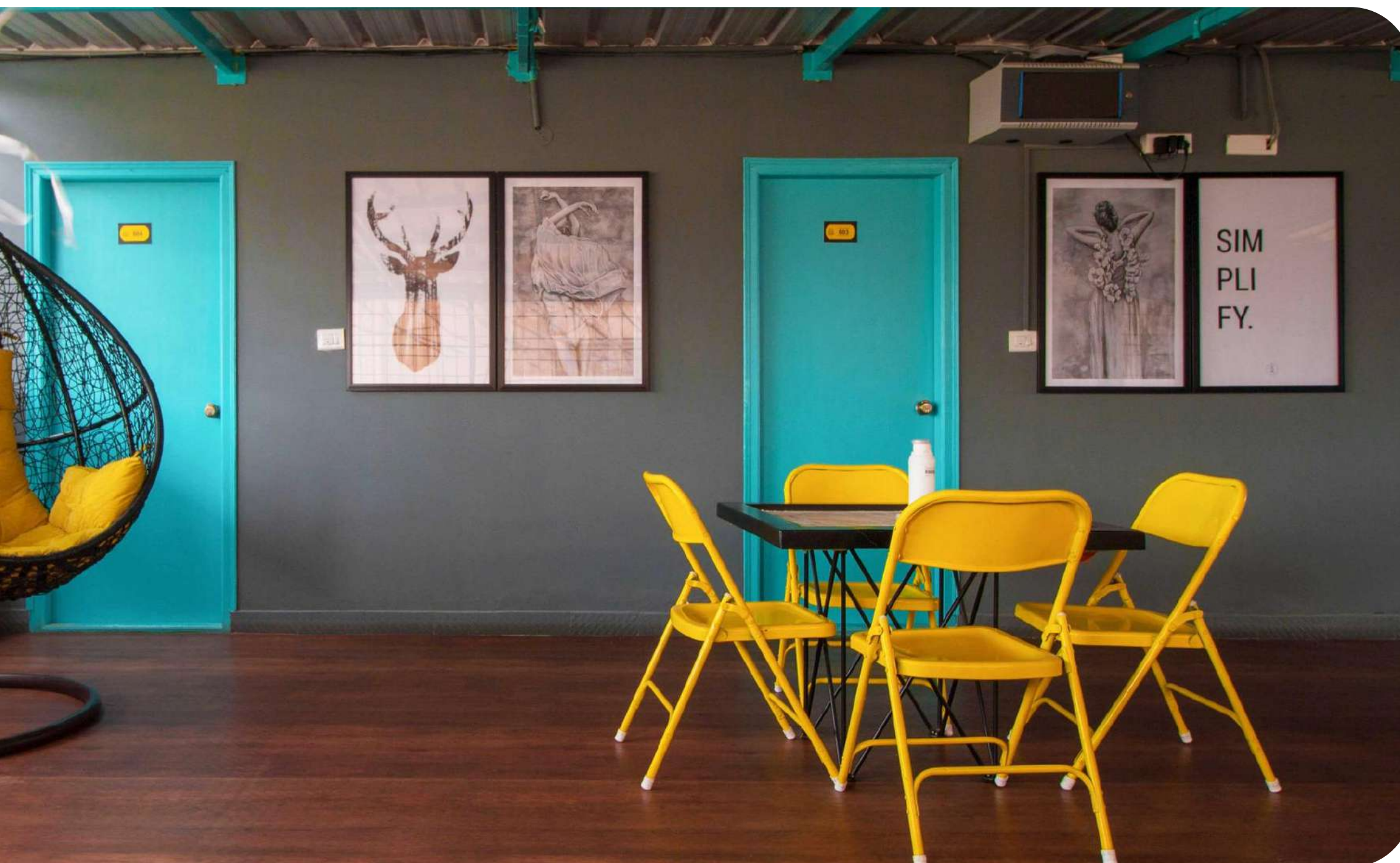
Property
SP 1102, Silver Pier

Category
Plumbing

POC   Technician   Deadline date

Raised by
Rick James

The
Conclusion

TheHouseMonk successfully facilitated a **mobile-first ecosystem** for Grexter where tenants could raise complaints with a few clicks using TheHouseMonk tenant app, technicians could address and resolve the raised complaints while the Grexter team could monitor the progress using theTheHouseMonk business app.

This not only **streamlined the ticketing process** for the Grexter team but also helped them **enhance tenant satisfaction** by delivering a smooth and mobile-friendly user experience.

![The HOUSEMONK logo]

Streamline your day-to-day operations and deliver an unforgettable experience to tenants with our end-to-end PMS.

See the product in action

Get a 1:1 demo to understand what our product can do for you

Talk to sales