



Datatrain Press Release

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Time to move out?

Not where priority is placed on sustainable tenant relationships and thoughtful tenant support – like at the Bauverein zu Lünen. For several weeks now, this housing association has been running Datatrain’s mobile application for apartment inspection and turnover to ensure that tenants can come – and, if need be, go – in a well-ordered manner.

“We create living environments” is the motto of this century-old housing association with some 5200 dwelling units. The Bauverein zu Lünen wants its tenants to feel well looked after, from the day they move in to the day they leave. And this is exactly why it turned to Datatrain’s mobile solution for apartment inspection and turnover. The decisive factor was the information loss that used to occur in the transfer of data from paper to computer. “Any company approaching a certain size has to ask itself how these processes can be structured more efficiently,” explains Stephan Heupel, authorized signatory at the Bauverein zu Lünen. “And, in fact, the necessary technology had become available.” An in-house workshop gave the involved parties the chance to voice their wishes and ideas. Technologically speaking, what was needed was a mobile application that could be integrated in the SAP template “WISRunEasy” to form a single entity with the ERP system and function smoothly in an ASP environment.

Datatrain’s employees found a solution that, in SAP, activated the application’s components only for the company’s clients. Important data on inventory and amenities, as well as meter readings and the number of keys, can now be coherently gathered by the responsible tenant support personnel on their mobile devices and conveyed to the ERP system by means of synchronization. Damage or defects can also be recorded directly on site with reference to the respective tenant or contractor.

For the technical staff at the Bauverein zu Lünen, who now handle tenant-change procedures using the new iPad Air tablets, this translates into greater responsibility as well as greater decision-making competence. The feedback so far has been positive. “It was a long road getting here,” says Stephan Heupel, “but I’m glad we took the time to do it. We’ve taken an important stride – one that keeps us in step with the times. In this area, it may even have put us in a pioneering role among housing associations.”



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