GLOCMS

COMMUNITY MANAGEMENT SYSTEM

GLOVENT

SOLUTIONS

GLOVENT CMS

Product Overview

Benefits

The GLOVent CMS offers various benefits to communities. These include:

- A tool for Community Managers to enhances community management efficiency.

- A cloud based system designed to improve community members' overall experience where they work and play.

- A multi-tenant relation database, together with an API-first architecture that allows for integration into mobile, web or 3rd party applications.

- Effective, targeted, communication through in-app messaging, with additional email and sms options.

- Easy sharing of information like documents, photos, events, important numbers and general information directly in the member mobile apps.

- Integration with various specialised modules offering a fully integrated community management solution.

- Data protection in compliance with POPI.

- GLOVent offers face to face support via a strong knowledgeable national distribution network

- GLOVent remains at the forefront of technology by investing into ongoing product development based on the collective needs of GLOVent's clients.

GLOVent is proud to introduce our 4IR edition of the Community Management System that will supersede GLOPortal CMS 1.x. CMS 1.x that was used by various communities since 2007.

The GLOVent CMS is arguably the first Industry 4.0 ready estate or community management system. CMS 4IR (referencing the 4th Industrial Revolution) is combining GLOVent's more than 15 years' experience in the estate industry, which resulted in a deep understanding of our community customer's needs, with the latest Industry 4.0 technology.

Increasing Management Efficiency

Improving Member Experiences

The CMS 4IR remains GLOVent's core product, custom developed to enhance management and communication in residential and commercial communities. More specifically, the GLOVent CMS aims to Increase Management Efficiency and the overall member community experience.

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GLOVent CMS 4IR Components

The GLOVent CMS 4IR is a web application consisting of a Community Management Module with a Member Mobile Application. The Community Management Module is a management and communication tool assisting management committees with the day-to-day management of their community. The Member Mobile Application, amongst other benefits, provides a central interface for community members to interact with their management committee and one another.

The GLOVent CMS 4IR is packaged in a **CORE** solution, with integrated **SPECIALISED** modules, combining to form a total integrated Community Management System.

GLOVent CMS CORE Features :

Database Management:

- The GLOVent CMS 4IR database is a cloud-based, multi-relational database with the ability to integrate with other system databases.

- The database was designed with the needs of multi-tenant property communities in mind, offering the ability to manage property, people, pets, and vehicles related to the community with many-to-many self-definable relations.

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CMS 4IR Features Summary :

CMS 4IR CORE

Database Management

- Centrally hosted, multi-relational database.

- Property, people, pets and vehicles are managed with many-to-many, self-definable relations.

- Designed to be integrated with other community system databases.

Communication Management

- In-app messaging, with additional email and sms options.

- Targeted communication through multiple database segmentation options.

- Records of communication sent and received.

Member Relationship Management

- Individual member photos, notes, documents and communication history.

- Help Desk with real-time progress feedback.

Information and Other Management

- Online Document Sharing and Management.

- Sharing of Community and Industry news.

- Community Events calendar.

- Facility Bookings.

- General Information sharing.

Communication Management:

- The GLOVent CMS 4IR offers effective, targeted communication through in-app messaging, with additional email and SMS options.

- All messages are delivered in the Member Mobile Application, with the option to email or SMS the message to recipients as well.

- Communication can be targeted to relevant members through multiple database segmentation options.

- Communication is logged against each individual, providing an easy to reference record of communication sent and received.

Member Relationship Management:

- Individual records of each member and their relations are kept, which include photos, notes, documents and communication history.

- Help Desk: The GLOVent CMS 4IR offers an integrated help desk function where members tasks and incidents can be logged by either members through the app or administrators in the web portal. Management can then allocate, manage and track progress of tasks, keeping the relevant members up to date all the way through the

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Information and Other Management:

- **General Information Sharing:** General information important to the community is shared directly through the app. These include Important Numbers, Management Contact Details, Board Member details, Community Photos (galleries) and more.

- **Community Events Calendar:** Members are kept up to date with all the events in the community through the sharing of it on the Events Calendar.

- **Community and Industry News Sharing:** The publication and sharing of community newsletters and magazines in the system available to members directly through the member app.

- **Online Document Sharing and Management:** Important documents relevant to individuals and the community can shared and managed Online directly through the system. Members can view documents shared with them through the mobile application.

- **Facility Bookings:** Members can book Community Facilities directly through the system, which could including tennis courts, clubhouse and more. Various rules can be created by administrators when adding facilities to enforce fair use policies.

General Administrative Matters:

Standard administrative functions are offered like extensive reporting, user permission management, username and password management, direct access to support and help videos and much more.

Integrated Specialised Modules

GLOVent's aim is to offer a total, integrated Community Management System to clients. This is achieved by integrating various specialised modules to the central GLOVent CMS CORE as described above.

Specialised modules are a combination of modules developed by GLOVent and 3rd Party solutions that are integrated as part of the GLOVent CMS.

GLOVent is constantly adding new modules and features to its solutions. The following Specialised Modules are currently included the GLOVent CMS.

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CMS 4IR Features Summary :

SPECIALIZED MODULES

Security

- Mobile Emergency

- Access Control Integration

- Visitor Management

Finance

- Mobile Wallet & Payment Solutions

- Accounting System / Business ERP Integration

Administration

- Utilities Management
  Work with customers to integrate with 3rd party Utility and metering solutions

- White Labelled Mobile App

Security Management:

Mobile Emergency: Access to a mobile emergency button can be provided to members of the community directly through the member mobile application. Activation of the emergency button will inform selected family members and/or friends as well as the community security management. Information passed include the GPS location of the member at the time of his/her distress.

Access Control Integration: The GLOVent CMS database can be integrated with most access control systems, ensuring synchronised information between the systems.

Visitor Management: The administration of visitors to the community is offered directly through the member mobile application, integrated to a scanner application used by the guards at the gate(s) of the community. The system offers pre-clearance as well as unannounced visitor access procedures with full identifi cation through driver's license and car license scanning. Community Management has a complete view of visitor transactions through the admin back-end.

Finance Management:

Mobile Wallet & Payment Solutions: A mobile wallet is offered to members through the member application. Funds in this wallet can be used to pay levies, fi nes, utilities, restaurant bills, golf rounds and more, effectively creating a cash-free community. Various methods exists too easily deposit and withdraw money into and out of the wallet.

Reserve Management: The reserve management module facilitates reserve fund planning and management. A rolling and detailed 30 year reserve plan is provided based on asset and replacement values.

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Accounting System / Business ERP Integration: The GLOVent CMS CORE can be integrated with most accounting and/or business ERP systems on both a database and transactional level. Database integration ensures the accounting and CMS database are always synchronised and transactional integration allows members to view their account information in real-time on the member mobile application.

Infrastructure Management:

Utility Management: The GLOVent Utility Management module offers Utility Vending, a Utility Interface and Utility Metering. As part of the *Vending* module, utilities can be purchased directly from the member application. The utility *Interface* offers a utility usage information to members (in the app) and administration (in the CMS admin portal), by connecting to most utility reading databases. This can be collected from existing or 3rd party meters or through the manual reading of meters. The GLOVent Utility *Metering* option offers the full turn-key solution, where smart utility meters are supplied and managed with partners, interfacing to the utility interface.

GLOVent Clients :

GLO CMS is proudly developed and supported by GLOVent Solutions.

GLOVent is the leader in Community Management Systems since 2006, with several communities introduced to our solutions, nationally and internationally.

GLOVent's clients consists mostly of residential communities (estates and sectional title complexes), office blocks, apartments, student housing and property management companies. Most of the top residential estates in South Africa are using GLOVent as their service provider.

GLOVent's' client base has grown with, on average, 5 new communities per month. This results in about 3,000 new members becoming part of the GLOVent client base, each month.

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GLO CMS 4

The below table summaries the main features of the GLO CMS 4IR.

Feature	CMS 4IR
General	- Relations 'many-to-many' database customised for property communities. - Custom fields per client. - Related documents on each entity.
Properties	- Property information is captured once and kept after owners change. - Properties linked to people through self-definable relations.
People	- All persons loaded in one table, linked to properties through self-definable relations. - Smart search facility to search all persons in the database.
Pets	- Separate relational pets database, where unlimited amount of pets can be assigned to a person. - Pet types cannot be customised per client. - Photo of pets can be uploaded. - Smart search facility to search all pets in the database.
Vehicles	- Separate relational vehicle database, where unlimited amount of vehicles can be assigned to a person. - Vehicle types cannot be customised per client. - Photo of vehicles can be uploaded. - Smart search facility to search all vehicles in the database.

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Feature	CMS 4IR
CORE: Communication Management	
Channels	- Communication is 'In-App' first with all messages being delivered to the member app. - A copy of each message can be sent by either SMS or email to cater for members who do not have the app on their phones. - Admin can create channels and set the rules regarding member participation and more.
Selection of Recipients	- Recipients can be selected based on user-defined database segmentation (groups and types can be customised per client). - Easy selection of single recipients as well as 'All Members' available.
Email "From Address"	- Per client from and reply-to email addresses that can be defined and managed by admin.
Email Templates	- Multiple email templates can be setup and then selected when sending an email. - Client adin can maintain templates themselves (new, edit and delete of templates).
Classifieds	- Admin can view and manage classifieds in the admin web-interface. - Members can view and manage their classifieds in the member app. - Classifieds automatic expire dates can be set.
Communication History	- All messages sent are delivered to the member app, meaning message history is available to members in the mobile app.
Surveys	- Create your own custom surveys using our intuitive drag and drop editor. - Target specific members by linking the survey to a channel. - View analytics of all the collected feedback. - Members can view their previous survey responses at any time.
e-Forms	- Create your own electronic forms with our intuitive drag and drop editor. - Show the forms on the community homepage or in the More tile. - Collect information and view analytics of the information received. - Email notification sent when a form has been completed.

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Feature	CMS 4IR
CORE: Member Relationship Management	
Help Desk (Task & Case)	- Admin can view, add and manage tasks in the admin web-interface. - Members can log issues/tasks in the member app, and include/attach a photo or files. - Task progress and history available to members in the member mobile app. - Task status updates in the app with app notifications when updates are available.
Communication Delivery Reports	- Admin can view the status of communication delivery for all the recipients of the message.
CORE: Information and Other Management	
Document Management	- Documents can be uploaded in the general document section and on each individual entity. - Document permissions can be set based on user defined data groups. - Related Documents' option available on each entity (property, people, pets, vehicles, relations and more).
Facility Bookings	- Client Admin can add and manage facilities, including the booking rules and times. - Members can make and manage bookings, subject to the booking rules. - Client Admin is notified if of booking approvals and cancellations.
Events Calander	- Community events can be logged by admin. - Members can view all the community events in an interactive events calendar. - Client Admin can add and manage events, including set which events have an RSVP attached to it. - Members can view and RSVP to events with the addition of advising the total attendee count. - Notifications are sent to both Admin and Members of the RSVP events.
Image Gallery	- Image galleries can be created by admin and shared with members in the member app.
Important Numbers	- Important numbers can be added by admin. - Client Admin can add and manage all important numbers including set the order of which they display in the app. - Interactive format with ability for user to easily contact person via email or mobile.

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Feature	CMS 4IR
Board / Trustees	- The details of the board/trustees can be added by admin. - Client Admin can add and manage the details and choose which contact information to display in the app. - Interactive format with ability for user to easily contact person via email or mobile.
Admin user and rights management	- Admin users can be added and managed by the Client. - Admin user rights can be differentiated/set per user by the Client.
SPECIALISED: Security	
Mobile Emergency	-Integrated 'community emergency' button on member application.
Residential (Fixed) Access Integration	- Integration with resident access control on a case by case basis. - More robust integration due to multi-relational database of CMS 4IR.
Visitor Management System (VMS)	- Integrated full visitor management system.
SPECIALISED: Finance	
Mobile Wallet & Payment Solutions	- A GLO-Wallet is created for each user with a GLO-ID. - Members can top-up their wallet, transfer funds and pay for items in and around the community, including prepaid purchases such as airtime, data and electricity.
Accounting System Integration	- PDF Upload of invoices and statements within the Admin Portal and displayed in the member app to the owners. - PDF email of invoices and statements, sent to a specific email address will automatically upload and display in the member app.

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Feature	CMS 4IR
SPECIALISED: Infrastructure	
Utiliity Management	- Utility Interface through which manual utility readings or readings from 3rd party meter providers can be collected and displayed in the member app.
SPECIALISED: Marketing	
White Labelled App	- The standard GLOVent CMS 4.0 member application can be White Labelled per client. - The app icon and name is changed to that of the community and loaded as a separate app on the stores.

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Are you ready to join the journey?

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