

Press Release

Provis Digital Transformation and Customer Experience Recognised at the G-Summit Middle East 2021 Awards

Abu Dhabi, 31 May 2021 – Full-service real-estate services company Provis has won the 2021 CX Creator accolade during the ‘G-Summit Middle East 2021 Awards’ ceremony held recently in Dubai. The award recognises Provis’s efforts to enhance the overall customer experience and deliver consistent and seamless customer journeys and user experience across multiple technologically powered touchpoints.

H.P. Aengaar, CEO at Provis, said, “Digital Transformation has been at the heart of our company and the driving force behind our ability to deliver unique customer experiences since day one. Property technology and innovation have been utilised to make our business more agile, more resilient and more efficient and have played an instrumental role in our growth and success.”

Nihal Hakeem, Executive Director of Digitalisation and Customer Experience at Provis, said, “Our digital transformation roadmap has enabled us to develop a state-of-the-art platform for our customer engagement centre that enhances our customers’ experience. This allows us to cater to every customer’s needs based on his/her personalised experience and requirements, as well as offer a consistent experience across all touchpoints and communication channels including voice, web chat, email, and WhatsApp.”

Hakeem added, “This platform has also enabled us to increase our productivity and enhance and facilitate our employees’ desktop experience through the integration of core systems.”

The advanced platform provided Provis customers with a consistent experience and optimised handling time by giving agents easy access to customers' information and history. The platform also helped generate reports and measure various evaluation topics with a simple click and in effect allowed Provis to have more visibility to troubleshoot more efficiently and consequently enhance the overall customer experience.

Provis had embarked on a digital transformation journey when it was first launched two years ago. Ever since, the company has been utilising the power of technology and innovation to drive exceptional customer service, add value and positively impact the real-estate industry.

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About Provis:

Fully owned by Aldar Estates, Provis is a full-service real estate company that offers deep industry knowledge, technical expertise, and a commitment to exceptional service with a dedicated team that works as one to deliver integrated real estate services and solutions in the UAE and the wider region. From Property Consultancy & Management, Owners' Association Consultancy & Management, Retail Management, Clubhouse & Lifestyle Management, Sales & Leasing, to Building Consultancy, Valuation and Advisory as well as Franchising services, 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 25,000 units under property management and nearly 28,000 units under owners' association management in the UAE and wider region and manages 650,000 sqm of commercial assets spread across 23 reputable properties. The company also manages over 600,000 sqm Gross Leasable Area (GLA) of retail assets across 4 shopping malls and 26 retail community destinations. Provis is also home to over 1400 retail brands.

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