

CASE STUDY



“The solution implemented by Quidgest meets all our business' requirements. Throughout the project, the team had an extremely flexible, supportive and professional attitude. And this can be said about their top executives as well as their software engineers.”

Conceição Pinto,
Advisor to the Board of Directors of EMGHA

Quidgest



Housing Management Solution for the Municipality of Cascais

Our Client

EMGHA is a public company of the town hall of Cascais, Portugal. The company is in charge of the social welfare and financial management of public housing with over 2500 units, mostly flats, within over 350 buildings across Cascais, offering housing to approximately 6000 people. In addition to these properties, it manages public playgrounds, gardens and sports facilities. The association is also in charge of all ongoing maintenance and upkeep of buildings and surrounding areas, housing contracts, monitoring of household socioeconomic status and overall revenue management.

Project

Quidgest developed an integrated management system, with decision-making support based on a fully integrated information system, with clearly defined and supported business processes. Using Quidgest's housing management modules (including asset management, document management, and financial management), Quidgest developed a solution that

radically improved the operational efficiency of the association. The system interfaces government's systems for centralized real estate management, including the country's national property registry.

The process is completely paper free. Contracts, case logs, complaints and messages exchanged with tenants are kept within the system's Document Management module.

Finally, the system was recently expanded to cater for the management of Human Resources, including time and attendance, as well as a Balanced Scorecard layer, which provides transparent reporting on the performance of the organization as a whole.

Result

The solution has reduced the operational costs of the company by 20%. Furthermore, by simplifying information management, the system has improved data quality, and increased employee productivity and overall performance, stimulating better internal communication and information sharing.

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