Waterton – Technology Organization

• Infrastructure Services
• Application Support
• Project Management Office
• Business Intelligence and Research/Innovation
Waterton – Research/Innovation

• Partnership with Elmspring (Real Estate Technology Accelerator)
• Waterton Innovation Lab launched in 2015
• Driver in identifying, piloting and implementing new solutions.
Some Wins

• ReaLync
• Updater
• Loud Steps
• Charitable Giving Functionality
• Welcome Letters
Village Green’s Tech and Telecom

• Profit Center/Ancillary Income
• Consultative
• Future-proofing
• Early Adopter Role
Village Green’s Telecom Service

- Negotiation
- Contract Review
- Design Plans
- Implementation
- Training
Village Green’s Tech Collaboration

- Sales offices
- Regional Offices
- Sky Clubs/Pool Areas
- Conference Rooms
- Fitness Centers
- Lobbies
- Commercial Spaces (coffee shops, cafés)
- Pet areas
- Laundry areas
Village Green Renter Profile

Working from home
Gamers, Creatives, Cord Cutters
Multiple connected devices
Aesthetics
  • Clean Installations
  • Connected Common Areas
The Changing Landscape

• Future-proofing
• Expensive installations
• New financials/deal points
• Increased competition

Resident Retention
US Residential – IT Structure

- 3rd Party Management Organization
  - Internal Application Support Group
  - Project Management & Implementation Service Group
  - Highly integrated Managed Service Provider for Desktop & Network support
US Residential – Tech and Telecom

• Tech Advisory for Construction, Development, and Designers
  – Ensure network installations are secure and separated
  – Ensure office wireless implementations will support mobile leasing and property management apps
  – Advisory role in resident wireless networks, and amenity space solutions
  – Work with designers to deliver the right look for the community while delivering a technology package that preforms
  – Ensure resident business centers and kiosk computers protect PII
  – Ensure electronic key solutions work with the office network
US Residential – Tech and Telecom

• Telecom Advisory & Coordination for Properties
  – All contracts are owned by the individual legal entities
  – Partner with national broker to deliver solutions
  – Support provided by our MSP, the broker, and providers
Where Tech Meets Telecom

- Investment and consolidation of the space
- Implications for the industry, owners and residents
Google Fiber

FINANCIAL TIMES

Google Fiber project changes to wireless channel
High-speed internet scheme opting for less expensive wireless in change of strategy
From 2012 – 2013, telecom VCs invested $1.64B across 145 deals [CB Insights]
Implications for the Industry