

Maintenance of **REAL ESTATE** management software

HIGHLIGHTS

01 SEAMLESSLY INTERACT WITH THE SERVICE DESK DEPARTMENT

We were able to directly handle end-user requests without having to go through the customer's processing step.

02 ADAPTING TO NEW BUSINESS DOMAINS

Luvina's skill in quickly learning the specifics of a new business domain, and solving challenges with adaptable resources and training.

OVERVIEW

Luvina embarked on our first-ever mission to maintain a system for a real estate business.

Right from the project's beginning, we faced many challenges as we entered a new domain for the first time. However, we were motivated by our customer's trust to fulfill their needs.

- **Country:** Japan
- **Service:** Software Maintenance
- **Industry:** Real Estate
- **Contract type:** Time and material
- **Technology:**
 - Server-side: C# ASP.NET (Webform, MVC 5), .NET Framework 4.7
 - Front-end: HTML, CSS, JQuery
 - Database: Oracle
 - Testing tool: Selenium, JMeter
- **Duration:** Since 2019
- **Scale:** 3-7 people per month

ABOUT CLIENT

Our customer is a large Integrated Systems company from Japan. In this project, they wanted that Luvina could conduct the maintenance of a real estate management system.

REQUIREMENTS

Essentially, the task is to receive and promptly resolve user inquiries and requests. Previously, our customer would receive requests from users, analyze them, and Luvina would receive descriptions of the solution and process the technical steps. However, our customer now expects Luvina to directly receive and address requests from end-users.

Furthermore, having gained trust in quality from previous projects, the customer also expects that Luvina can develop new features as per their high-quality standards, allowing the customer to focus only on feature testing without quality assurance.

CASE STUDY

CHALLENGES

- A common challenge in maintenance and operation activities is swiftly understanding the system and its operation. However, Luvina, with its strong capacity for rapid learning, is always ready to undertake system maintenance even if it was not originally developed by us.
- Additionally, since this is the first time working with the real estate domain, Luvina needed to quickly supplement our knowledge in this field.

SOLUTIONS

Flexible Resource-Building Strategy

- 1** To meet the customer's requirement to handle end-user requests, including the development of new features requiring additional resources, Luvina has developed a strategy to provide the necessary workforce as the project requires. We are always prepared to add personnel when needed to ensure project quality and timelines.

Researching Expertise

Furthermore, Luvina always plans to research and gain in-depth knowledge of the system when taking on a new project to understand how it operates.

In the execution team, we always assign system experts who have been with the project from the beginning and understand the system, so they can share important parts with new team members.

Internal Training Strategy

- 2** To understand the real estate domain that we had no prior experience with, Luvina immediately provided the necessary resources, such as fundamental books about real estate and specialized training sessions for the project execution team members.

Luvina consistently conducts regular internal training programs to prepare for future projects and has an urgent training plan for areas of knowledge that have not been covered before.

ACHIEVEMENTS

The project started in 2019 with a monthly contract, and Luvina has successfully met customer requirements ranging from product quality to the number of staff.

Currently, we are still executing this project and becoming more proficient, earning more trust from the customer. Luvina has gained more challenging tasks, such as directly responding to customer requests and developing new features.