

# How Centralised Workflows & a Resident App Helped Azure Boost Efficiency, Visibility & Service

See how Azure leveraged Yardi's residential software solutions to streamline operations, eliminate manual processes and improve real-time visibility – all while elevating maintenance services and resident experience.

**Resolution Time for Service Requests Reduced by 50%**

**70% of Maintenance Tasks Completed within SLA**

**100% Digitised Workflows**

**Invoice Processing Time Reduced by 30%**



*"The most valuable improvement has been moving from manual inconsistencies to a fully optimised workflow – integrating data into a single property management and accounting solution has given our stakeholders real-time visibility across all assets."*

**Fahad Al Assaf**  
CEO | Azure



## THE COMPANY

*"We are committed to creating exceptional living spaces that seamlessly anticipate residents' needs through the right talent, best practices, and cutting-edge technologies. By setting new benchmarks for excellence, we strive to exceed client expectations and stay ahead of the market, delivering unparalleled experiences in modern living."*

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Azure is a premier lifestyle experience provider and proud subsidiary of Mohammed AlHabib Holding, a leading real estate investment and development company founded in 1972 with over 50 projects across ten cities in Saudi Arabia, including 16+ residential communities comprising of 4,000 housing units.

Building on this legacy, Azure delivers high-quality long-term rental living through its collection of gated communities in Riyadh, offering luxurious villas and apartments supported by world-class amenities and exceptional resident services.



As Azure expanded its residential portfolio, reliance on manual processes and limited digital access began to impact efficiency, visibility and resident experience.

Maintenance requests were handled manually, causing delays and inconsistent service, while the absence of digital move-in and move-out inspections made it difficult to track damages to furnished units, increasing financial risk.

At a strategic level, fragmented data across systems limited leadership's ability to access real-time insights into property and financial performance. Furthermore, the lack of robust monitoring tools made it difficult to track service level agreements (SLAs) and address issues proactively – leading to frequent SLA breaches.

Additionally, communication across communities were fragmented, with announcements, events and amenity bookings requiring significant manual coordination, resulting in inconsistent resident experiences.

Also, accounting processes remained time-intensive due to manual payroll and purchase approvals, slowing workflows and increasing the risk of errors.

The team needed a solution that could streamline processes, centralise its data and deliver real-time insights.



## THE SOLUTION

To support its expanding residential portfolio, Azure adopted solutions from [Yardi's Residential Suite](#), creating a single platform to centralise property management and financial operations.

With real-time dashboards and unified data across departments, leadership teams gain clearer visibility into portfolio performance and can make more informed decisions without relying on fragmented reporting or manual processes.

Additionally, [maintenance workflows](#) are more structured and transparent. Residents can submit service requests through the [resident portal and app](#), enabling teams to assign, track and manage tasks more efficiently while monitoring service level agreements.

The platform also supports digital move-in and move-out inspections and provides a central hub for resident communication, amenity bookings and community updates, helping Azure streamline operations while delivering a more convenient and consistent resident experience.

Furthermore, by linking operational data through [Yardi Data Connect](#), Azure gains instant visibility into portfolio performance, supporting faster, more informed decision-making. Digital inspections, integrated [procurement](#) workflows, and centralised reporting also strengthen operational control while safeguarding assets and maintaining the quality of furnished units.



*“With the white-labelled resident app, we’ve transformed community living into a connected, efficient experience. Residents now enjoy instant access to amenities and all facilities, while our teams leverage real-time data for smarter operations. This shift has elevated service standards and strengthens engagement across all compounds.”*

**Youssef Osama**  
ERP Specialist | Azure

Since implementing Yardi’s Residential Suite, Azure has seen a rapid shift toward digital operations and improved resident experience. Residents are now engaging with self-service tools, maintenance workflows are faster and more transparent, and leadership teams have real-time visibility into portfolio performance, enabling smarter decisions and more consistent service across all communities.



#### RESIDENT ADOPTION & ENGAGEMENT

Digital tools have become the primary channel for residents, with over 80% of invited users actively engaging on the RentCafe portal and app. The majority of service requests are now submitted online, helping reduce walk-in and phone enquiries by 80% and cut resolution times for resident requests by 40-50%. Also, residents submit over 2,600+ work orders each month through the platform, reflecting high trust and adoption.



#### MAINTENANCE EFFICIENCY

Digitised workflows and automated request routing have resulted in 80% of maintenance requests being processed digitally and assigned automatically to technicians. This has reduced reactive maintenance by 20-30%, shortened response-to-completion times by up to 50% and freed teams to focus 20 extra hours per week on service quality and operational improvements.



## AMENITY & COMMUNITY ENGAGEMENT

Since implementation, residents can book shared amenities and receive community updates entirely through the portal and app. Across Azure's communities, over 950 amenity bookings are made monthly, streamlining coordination and enhancing convenience, while helping foster a stronger sense of community across the portfolio.



## OPERATIONAL & FINANCIAL EFFICIENCY

Automated procurement and payments have reduced invoice processing time by 30% and accelerated financial workflows. In addition, SLA tracking has boosted on-time maintenance completion to 70% and digital move-in/move-out inspections have helped lower damage-related costs by enabling earlier issue identification. Yardi's real-time dashboards have also provided leadership with instant insights into performance, which have supported faster, more informed decisions and better asset protection.



*"By centralising resident engagement through an intuitive app with 80% adoption, automating the complete maintenance cycle for technicians & eliminating manual financial data entry, we have transformed our operations."*

**Emad Fathy**  
IT Manager | Azure

**Yardi's award-winning solutions are specifically designed for real estate management to help you be Energized for Tomorrow. See how we can help by getting in touch below.**

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