



# AI-ASSISTED SMART ESTATE, SAFETY AND IT SUPPORT MANAGEMENT PLATFORM



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SMARTER  
ESTATES



SAFER  
COMMUNITIES



BETTER  
SUPPORT



AI  
POWERED

## 01 INTRODUCTION

This project delivers an AI-assisted platform that integrates estate management, safety monitoring and IT support into one intelligent solution. It streamlines communication, automates processes and improves response times for a smarter, safer and more efficient estate environment.



## 02 AIMS & OBJECTIVES



- ✓ Develop an AI Assistant for quick support
- ✓ Manage maintenance & service requests
- ✓ Improve estate safety & incident reporting
- ✓ Provide IT support ticketing system
- ✓ Centralise communication & notifications
- ✓ Generate analytics and performance reports
- ✓ Ensure secure, role-based access
- ✓ Improve overall efficiency and satisfaction

## 03 KEY FEATURES

**AI ASSISTANT**  
24/7 intelligent support

**ESTATE MANAGEMENT**  
Manage buildings, tenants & assets

**MAINTENANCE REQUESTS**  
Report & track maintenance

**SAFETY & INCIDENT REPORTING**  
Report incidents instantly

**IT SUPPORT TICKETS**  
Create & manage support tickets

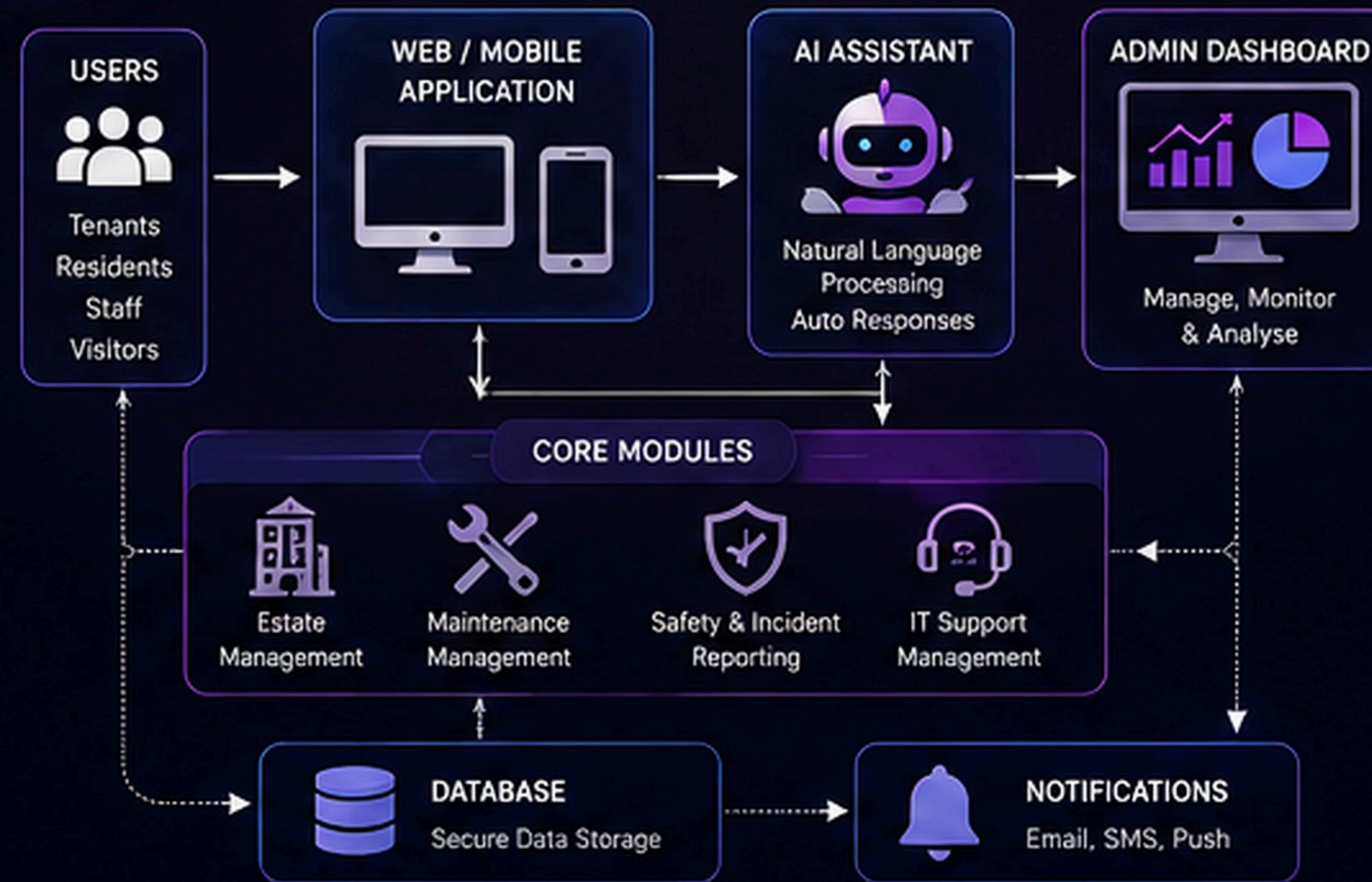
**ANALYTICS DASHBOARD**  
Real-time insights & reports

**NOTIFICATIONS**  
Real-time alerts & updates

**USER MANAGEMENT**  
Role-based access & permissions

**MOBILE RESPONSIVE**  
Access anywhere, anytime

## 04 SYSTEM ARCHITECTURE



## 05 DEVELOPMENT LIFE CYCLE (AGILE)



## 06 RESULTS & VISUALS

**DASHBOARD OVERVIEW**

Dashboard

Estate

Maintenance

Incidents

IT Support

Reports

Settings

Total Requests

128

+12%

Open Tickets

24

+8%

Incidents

7

-5%

Completed

97

+15%

Requests Overview

Line chart showing trends for Maintenance, IT Support, and Incidents over a week.

Recent Activity

Table of recent requests and incidents with status indicators.

**MOBILE APP PREVIEW**

My Requests

Report Maintenance

Report an Incident

IT Support

My Requests

Table of user requests.

Incident Report

Form for reporting incidents.

**AI ASSISTANT CHAT**

AI Assistant Online

Chat interface showing a conversation about reporting a maintenance issue.

## 07 TECHNOLOGIES USED



## 08 CONCLUSION

The AI-Assisted Smart Estate, Safety and IT Support Management Platform brings all essential services together in one unified system. It improves response times, enhances safety, simplifies estate operations and ensures better support for users.

## 09 FUTURE WORK

- Mobile application for Android & iOS
- Voice AI assistant integration
- Predictive maintenance using AI
- IoT sensors for real-time monitoring
- WhatsApp & SMS notifications
- Cloud deployment & scalability
- Advanced analytics & reporting

