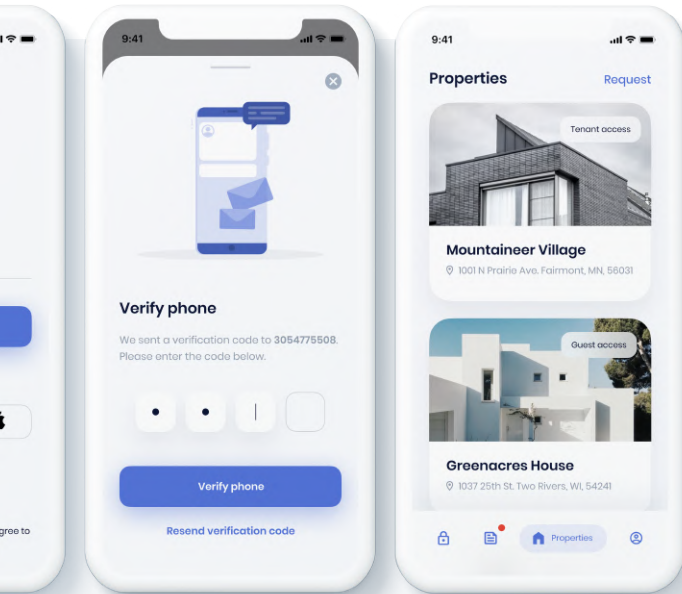
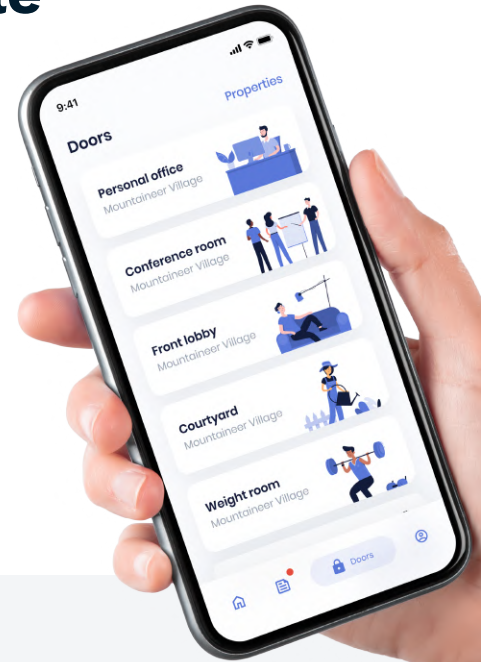


Case study

How we created a seamless mobile tenant experience with FourthIQ

By leveraging the latest technologies with a seamless collaborative process, FourthIQ and Blankfactor developed an attractive, stable and efficient tenant experience platform. The new app, called 4thID, was created to facilitate property management. It assigns and revokes access, and allows a clear communication from landlords to the tenants for all of their properties.

Recently, the app has allowed the project to evolve from private property management to organizations such as universities.



The challenge

Creating a mobile app that reinvents tenant experience

FourthIQ is an IOT technology company that builds products and provides services for businesses that would like to take a step into the future. They approached Blankfactor with the challenge of building a mobile app that can replace physical keys and improve tenants' experience. They had a clear idea of what they wanted, and we helped them bring that vision to reality.

Key features

The app works by replacing physical keys and those easy-to-lose key fobs.

Landlords may grant and revoke access to their tenants in a heartbeat, specifying access to the entire property or just certain areas. They can also restrict access according to time schedules.

The app stores permissions and all the credentials in a cloud-based digital keychain.

The app allows phones to work as a hotel key card: they simply communicate with an access reader through NFC or BLE.

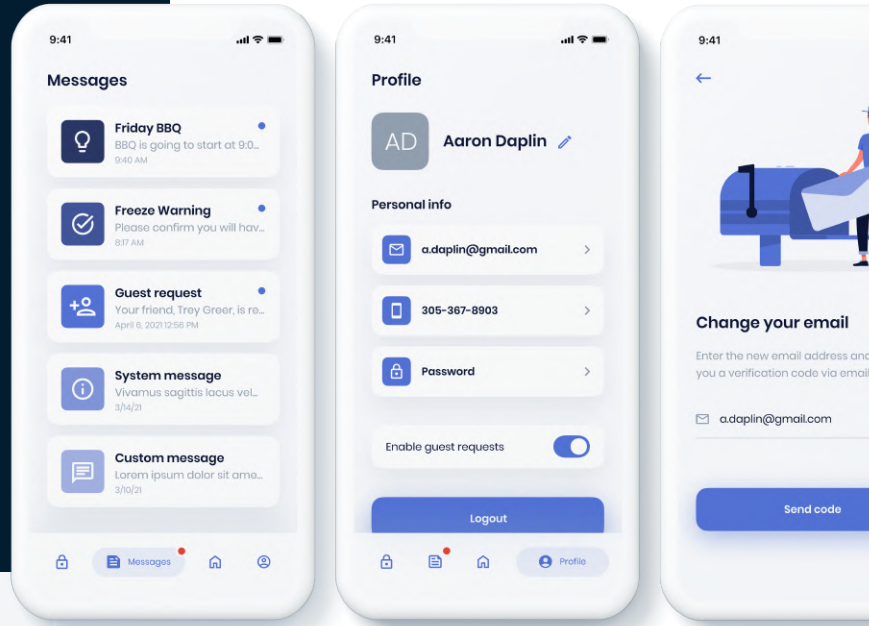
If the tenant has access to the door, the cloud system behind the app verifies this and opens it.

“

Blankfactor has an incredibly positive attitude, and works diligently to put projects out the door.”

Gabriel Pierce

Product Manager at FourthIQ



Stage 1

Discovery

We analyzed the client’s needs and requirements to plan and design the prototype of the app. This phase was carried hand in hand with FourthIQ. First, they defined the user personas of the solution and provided wireframes our UX team worked on to optimize the user interactions. The user interface design we created considered aspects such as usability, accessibility, and look and feel.

Stage 2

Development

The team worked following Scrum methodologies and a Kanban framework in order to improve the team’s productivity and workflow visualization. Each stage was carried out in close collaboration between FourthIQ and Blankfactor, working as one to guarantee that the final product excelled expectations.

Technologies used:

- Flutter
- UI software development kit for Android and iOS
- Dart
- Angular
- Java
- AWS cloud

The results

4thID provides a secure, unified and easy access control to both tenants and landlords, reducing the need for in-person communication. The intuitive and friendly UI guarantees a seamless user experience from any device that supports Android, iOS or WatchOS.

Even though the app was initially designed to work for private property management, its success has opened new horizons. FourthIQ is now expanding their business from residential properties to properties in general. They’ve recently applied 4thID to US universities such as MIT, where the app manages access to certain areas.

One of these new applications has been in the laundry area, where new developments were implemented to allow payments for the laundry services. There are plans on the go to adapt the app to manage access to other services like vending machines. The possibilities are endless.

We’re proud of the work we have achieved together, making people’s lives easier and creating IOT powered environments towards a smart future.