RentalHeroes

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Speaker Profile

Ben Burton

Co-Founder & CEO - Rental Heroes

Human-led Digital Experience

Ben is the Co-Founder and CEO of the Melbourne-based proptech start-up Rental Heroes. He is passionate about applying innovative digital solutions to help people connect better.

Prior to Rental Heroes, Ben held senior leadership positions in both the telecommunications and insurance sectors and was responsible for the design and implementation of customer service solutions that blend the best of human and digital capabilities.

Like many Australians, Ben and his co-founder Dom, have been both tenants and landlords. They founded Rental Heroes because they saw an opportunity to speed up issue resolution and remove communication bottlenecks when things go wrong (everything from a broken dishwasher to emergency storm damage!).

Rental Heroes have launched their AI-chatbot "Alex" - who helps property managers by liaising directly with tenants to handle everyday requests and issues.

AI – Chatbots & Beyond

Driven by AI advancements, natural language chatbots now have a significant role to play in service industries, including Property Management.

First conceived in 1966, computer simulated natural language has leapfrogged in user-experience since the 2016 launch of Facebook Messenger.

Learn about who is using AI chatbots (demographics), the types of requests handled, some of the tech-challenges and 'where to from here?'.

We paint a picture of what Property Management will look like in 2030 and demonstrate how the future has in fact already arrived.

Launching a Proptech

Co-founders Ben and Dom launched Rental Heroes in January 2019. This presentation will touch on the human side of launching a Proptech business in Australia.

Our light-hearted and fun presentation covers many trials and tribulations – including narrowing "the idea", customer research, the funding nightmare and getting your first customers.

We will also take a frank and honest look at some of the unique challenges of launching tech solutions in the Australian Real Estate sector.

CX in Facilities Management

The "place experience" has become a new battleground for Asset Managers and Facilities Management is front and centre.

Perhaps it's a perfect storm - the rise in "hotel-like" co-working spaces coupled with the "need it done now" Instagram generation.

Whatever the reason, it's becoming an expectation that tenant requests such as air-conditioning temperature, bathroom cleanliness and common area access are reported and solved… easily and lightning fast.

This presentation includes a retail case study in which store tenants were provided with an AI-powered chatbot and a deep-dive on the currency of real-time tenant data in Facilities Management.