

**Enhancing Efficiency in Property Preservation:  
An Internship Experience Focusing on the  
Effectiveness of Property Preservation Wizard  
(PPW) ERP Software**



**This report is submitted to the School of Business and Economics, United International University as a partial requirement for the degree fulfillment of the Bachelor of Business Administration**



**United International University**  
*QUEST FOR EXCELLENCE*

**Submitted to -**

**Ahmed Imran Kabir**

**Lecturer**

School of Business and Economics

United International University

**Submitted By**

**Reza Rahman**

**ID- 111 182 081**

Major: Management Information System

School of Business and Economics

**Date of submission: 2<sup>nd</sup> October, 2023**

## Letter of Transmittal

Date: 2<sup>nd</sup> October, 2023

**Ahmed Imran Kabir**

Lecturer

**Subject:** Submission of my internship report based on using an industry-standard ERP software to enhance the fundamental functionality of a company

Dear Sir,

I was privileged to be part of the company aptly named “WinBridge Tech”. I was on-boarded as a client coordinator to handle the daily ongoing activities of the organization to fully enhance my ability to communicate for the completion and delegation of the work received. I joined the company to fulfill the requirement of my bachelor's degree to complete my journey in the BBA Program of my esteemed university United International University. I have completed this report to the best of my abilities to try and capture what I have learned in my short tenure in the internship program of the company. I have transcribed the history, work, and in essence, what makes the property preservation industry so lucrative in the outsourcing industry. I would sincerely appreciate it if will review my completed work and provide constructive feedback that will allow me to know that I have delivered to you what was promised. I have completed the report, in essence, to meet your satisfaction to be the best in content.

Sincerely Yours,

**RezaRahman**  
**111 182 081**

**Signature:**

**Date: 2<sup>nd</sup> October, 2023**

## Acknowledgment

The timing to which I have received the opportunity to join the company that provided the information to enable me to create this report is going to be sincerely expressed by my gratitude to the almighty Allah, and my wonderful colleagues, supervisors, and other individuals who have pushed to complete this enormous task to finalize the report. I would very much like to express my gratitude to the one individual as without his guidance and advice I would have been a lost soul, That individual would be my supervisor Ahmed Imran Kabir, Lecturer School of Business & Economics, United International University. As I have known from the start of my journey to complete this report, achieving excellence without my supervisor's support would have caused problems for which I know I will not have a solution. The guidance provided has allowed for perfection to be reached and undoubtedly flawless. We know for a fact that every student's journey can be told in tales of great glory because of the support they receive from an excellent mentor.

The companions that I have made in this journey in the company have been nothing short of a valuable asset as they have provided and cared for me each step of the way to help me gather the best in terms of knowledge and experience.

In conclusion, I would like to thank United International University for providing me with the education that I deserve to be a business graduate. The journey has been filled with ups and downs but it has been a journey that I will always cherish forever. This report will have concluded my journey for now with my institution and I shall forever hold it nearest to my heart.

## Executive Summary

This report presents a comprehensive overview of my internship experience at WinBridge Tech, an outsourcing property preservation company based in Bangladesh that specializes in the property preservation of foreclosed properties in the REO industry of the USA. The internship period allowed me the opportunity to delve deep into various aspects of property preservation and gain valuable insights into the industry's dynamics. This report highlights the key areas of learning, including understanding Property Preservation Wizard (PPW), vendor management, client relations, negotiation skills, and insights into the REO industry of America. As I started the internship at WinBridge Tech, I was exposed to one of the best systems that control the standard in this industry which is Property Preservation Wizard (PPW), PPW emerges as a solution to these challenges, offering a comprehensive and user-friendly platform for seamless property preservation management. I actively participated in vendor management, which proved crucial to the company's success. I learned how to identify and evaluate potential vendors, establish and maintain professional relationships, and ensure seamless communication between the company and its vendors. One of the most crucial aspects of this business is interacting with clients and the course of this internship provided me with valuable experience in managing client relationships. I had the opportunity to understand the client's needs in terms of the guidelines and instructions provided by them to complete the work order that needed to be performed tailor services to meet their requirements and handle inquiries and concerns efficiently. The primary attribute that I learned in WinBridge Tech was the negotiation skills that play a pivotal role in the property preservation industry. My internship allowed me to hone these skills as I negotiated contracts with vendors and engaged in discussions with clients to ensure mutual agreements. Understanding the art of negotiation has proven to be indispensable in fostering fruitful collaborations and maintaining the company's competitive edge in the market. WinBridge Tech's presence in the property preservation industry provided me with a unique opportunity to gain insights into the REO (Real Estate Owned) industry of America. I obtained a comprehensive understanding of the foreclosure process, the role of REO properties in the market, and how property preservation services contribute to preserving the value and integrity of these assets. The internship experience at WinBridge Tech has been invaluable, as it has equipped me with a wide array of skills and knowledge within the outsourcing property preservation sector. The hands-on experience gained during the internship has shaped my professional abilities and reinforced my passion for the property preservation industry. I am confident that the insights and skills acquired during this internship will be a strong foundation for my future career endeavors in the real estate sector. I am deeply grateful to WinBridge Tech for providing me with such an enriching and transformative experience.

## Contents

|                                                                                     |           |
|-------------------------------------------------------------------------------------|-----------|
| <b>Acknowledgment .....</b>                                                         | <b>4</b>  |
| <b>Chapter – 1 .....</b>                                                            | <b>8</b>  |
| <b>Introduction .....</b>                                                           | <b>8</b>  |
| <b>1.1 Background of the report .....</b>                                           | <b>9</b>  |
| <b>1.2 Objectives of the Internship Report .....</b>                                | <b>9</b>  |
| <b>1.3 Methodology used in the report .....</b>                                     | <b>9</b>  |
| <b>Chapter – 2 Introduction to Property Preservation.....</b>                       | <b>10</b> |
| <b>2.1 What is Property Preservation.....</b>                                       | <b>11</b> |
| <b>2.2 The Importance of Property Preservation.....</b>                             | <b>12</b> |
| <b>Chapter – 3 Company Profile .....</b>                                            | <b>13</b> |
| <b>3.1 The Company Background .....</b>                                             | <b>14</b> |
| <b>Chapter – 4 The Usage of PPW .....</b>                                           | <b>18</b> |
| <b>4.1 What is Property Pres Wizard (PPW)? - .....</b>                              | <b>19</b> |
| <b>4.2 The functions and capabilities of PPW - .....</b>                            | <b>19</b> |
| <b>4.3 The following figures detail the overview of the PPW Platform - .....</b>    | <b>21</b> |
| <b>Chapter – 5 My Internship Experience.....</b>                                    | <b>32</b> |
| <b>5.1 The Training - .....</b>                                                     | <b>33</b> |
| <b>5.3 My Internship Journey - .....</b>                                            | <b>34</b> |
| <b>Chapter – 6 Recommendation.....</b>                                              | <b>36</b> |
| <b>6.1 The Operations - .....</b>                                                   | <b>37</b> |
| <b>6.2 The Finances - .....</b>                                                     | <b>37</b> |
| <b>6.3 The Management - .....</b>                                                   | <b>38</b> |
| <b>Chapter – 7 Conclusion .....</b>                                                 | <b>39</b> |
| <b>7.1 Summary of findings - .....</b>                                              | <b>40</b> |
| <b>7.2 The knowledge and experience gained during the internship period - .....</b> | <b>40</b> |
| <b>7.3 Overview of the working aspect in Bangladesh - .....</b>                     | <b>40</b> |



# Chapter – 1

## Introduction

## **1.1 Background of the report**

The report that I have finalized for the submission for the completion of my journey in the BBA of United International University is the practical first-hand experience that I have gained while working for Winbridge. The company had assigned me to an LLC based in the state of Michigan named R&R Property Preservation LLC. The crucial moments that I have gained in terms of knowledge are how the preservation industry for foreclosed properties and maintenance properties works, how the system of PPW works, and how the management of clients in conjunction with the hired vendors' dynamic operates. The main aspect that I did focus on was the aspect of the working of PPW as how they streamline the daily operations for both the client coordinators and the business development officers. I was under the supervision of my assigned supervisor who helped me prepare this report to properly reflect my journey.

## **1.2 Objectives of the Internship Report**

The main objective of my report was to properly use the vast knowledge I gained in my years at the BBA program of my esteemed university. The title of the report states the function that I was trying to understand in terms of my major in the program as the development of the ERP modules in various industries has been an absolute game changer for everyone involved. The challenges that I have faced have made the report more intricate in terms of details that I needed to write to reflect the journey that I have been through. The report will outline the preservation industry as a whole, the aspect of outsourcing the primary operation of the business, the enhancement of the functions involved in the business through the power of PPW, and lastly, how the business approaches the fast-paced functionality by preparing the individual who is truly lucky to be there. This industry has enabled me to be in the position to be an industry leader in the future in most sectors that need individuals who can outperform and shine in a very short time.

## **1.3 Methodology used in the report**

The methodology of the report has been given through confidential information that was shared through one of the national companies that is considered one of the biggest in the industry. They shall be considered secondary sources of data that will be used to analyze the fundamentals of the operation of the business, The approaches that I have taken as part of my initiative of data collection will be in the aspects of both quantitative and qualitative methods. The data that was provided was thoroughly analyzed to bring a comprehensive approach to the subject matter at hand. I have also included materials that I have found outside of the organization in terms of generative data, reports, and documents that were found on the internet to have a better understanding of everything.

# **Chapter – 2**

## **Introduction to Property Preservation**

## 2.1 What is Property Preservation

Property Preservation is one of the crucial aspects of the real estate and possible housing industry of the United States. The property preservation aspects follow the guidelines created by the governing body that encompasses the industry-set practices that must be followed to accomplish the perfect completion. The aspect of preservation comes in the form of preserving the homes neglected and forgotten to get them back into “selling condition”. The guidelines exist to ensure that the prevention of possible deterioration and everything is done up to code as standard. The properties are put in a better position to be either sold off or rented to potential candidates who are looking for a new home. The property preservation industry also acts as a way for the communities these homes reside in to shine brighter.

The guidelines as mentioned follow key acts that must be followed, completed, and maintained: -

- 1) **Securing and Boarding:** This is one of the basics that must be followed to ensure that a home even if foreclosed on has been connected to prevent vandalism and unauthorized entry into the property. The work can be done by either changing the lock set to follow HUD standards or possibly boarding up entries of the property that would allow for passage such as windows or doors if they are not secure or broken.
- 2) **Lawn Maintenance and Landscaping:** The act of maintaining lawns for these properties is an absolute must as maintaining curb appeal is what drives the traffic to these properties and the neighborhoods they are in better as curb appeal. Maintaining the lawn can range from mowing the lawn to trimming shrubs and trees, removing vines, and removing overgrowth.
- 3) **Property Cleaning:** The work involving property cleaning popularly known within the vendors as trash out work orders is hectic in a sense as they are crucial to be done to get work started on the property and remove debris from the property allows for damages to be assessed and proper repairs can be made to what is needed. It also creates a space for future work to be carried out as hazardous materials are taken out too.
- 4) **Repairs and Maintenance:** Repair and maintenance is the factor that makes property preservation the key aspect of putting the properties into previous prime condition. The repairs assess the bigger problems that need to be fixed and maintenance ensures that the property stays in the condition it is in after the repairs are done to prevent deterioration.
- 5) **Winterization:** The act of winterization is essential as the drastic weather conditions created in the months of winter cause the plumbing and HVAC units to

fail As such winterization is done to fully ensure that the systems are protected from the weather for 6 months.

- 6) **Documentation and Reporting:** The documentation is done to collect information on the house to assess the current condition of the property through images. The vendors assigned to this work go to the property and give their assessment through the pictures and property condition report. When work is being done on these properties the document is done through strict guidelines of before, during, and after photos which showcases the timeline and accuracy of the work being completed.

## 2.2 The Importance of Property Preservation

- 1) **Community Stabilization:** The act of property preservation allows for the neighborhoods to shine as the properties are preserved from deteriorating which allows for the communities to shine and allow for the markets to be stable as the value of the community does not fall.
- 2) **Property Value Maintenance:** The act of preserving the value of the property so it can eventually be sold off to potential buyers and to make sure the real estate market is stable for the respective areas.
- 3) **Crime Prevention:** As the properties are secured and made sure they are in their prime condition it acts as a source of crime prevention as potential criminals will not enter the premises of the property as they see it is being actively maintained.
- 4) **Protecting Investments:** The properties when foreclosed on are owned by the banks which are then sold off to potential investors in the real state market, the act allows for the preservation of their investment.

The conclusion of this introduction allows us to peer into the property preservation industry and how it plays a pivotal role in maintaining communities, safeguarding property values, and allowing for the stability of the markets to be stable to succeed by ensuring and addressing various aspects of maintenance, repair, and security. The industry has become a pioneer in ensuring the housing market never falls.

# **Chapter – 3**

## **Company Profile**

### 3.1 The Company Background

Winbridge Tech started its journey in the year of 2018 when the founder started with one room, one table, and one laptop to start the process of property preservation.

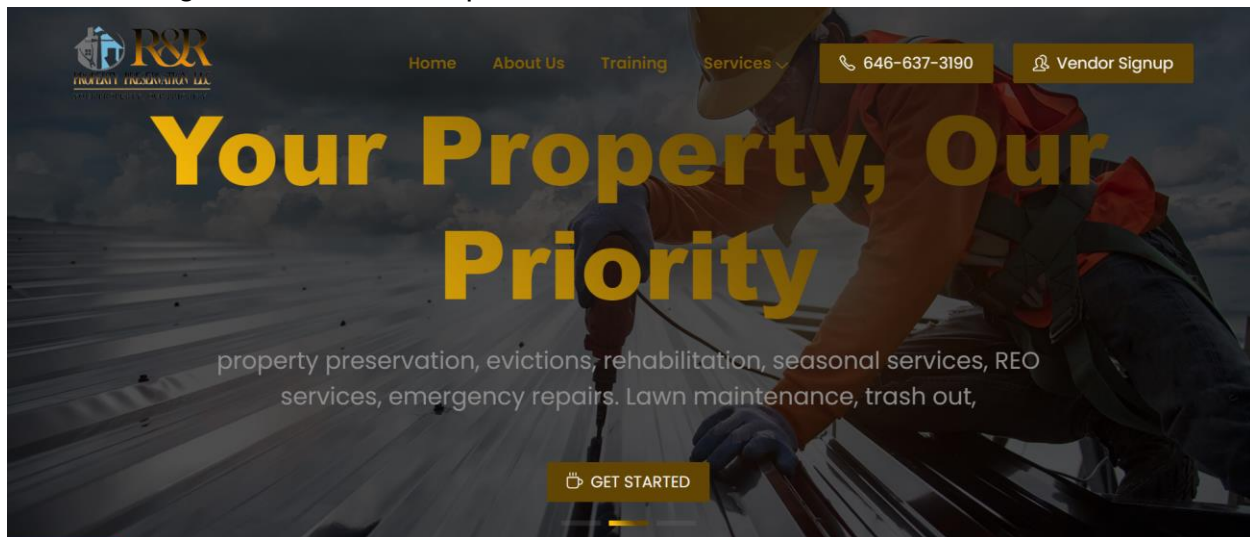
The main start of the journey with the limited liability company created named State Homes Preservation LLC and Prime Home Preservation LLC. The main goal and plan of action created for both of these LLCs is to capture the real estate and mortgage solution markets involved in the property preservation industry specifically in the eastern seaboard of the USA. The state that was primarily focused on was the state of New York and Virginia. The companies both started their journey by onboarding the national clients who control the REO properties for their clients. The first clients onboarded were National Field Representatives (NFR) who manage the majority of the properties for their clients nationwide, Sylvan Road Field Representatives who primarily work on maintenance of the properties already sold, and lastly, the Mortgage Contracting Services (MCS) the biggest property preservation client in the industry as they have basically pioneered everything and have become the set standard for how a work order is to be completed perfectly. MCS has its set standards and its app which has to be used by all of their onboarded vendors. The LLCs formed both started their work and gradually captured their respective markets which caused them to become the pioneering vendors for the national clients onboarded.

The company then started to create more LLCs to expand to other states of the US of A, such as R&R Property Preservation, Ezze Field Services, Edify Home Services, and lastly, Gold Brick Contracting Services. The LLCs started their business in their respective states such as Florida, Alabama, Mississippi, and Michigan. WinBridge has started to be a leading property preservation specialist in Bangladesh and has plans to continue this growth to eventually open its new headquarters in the state of the USA to become a national company.

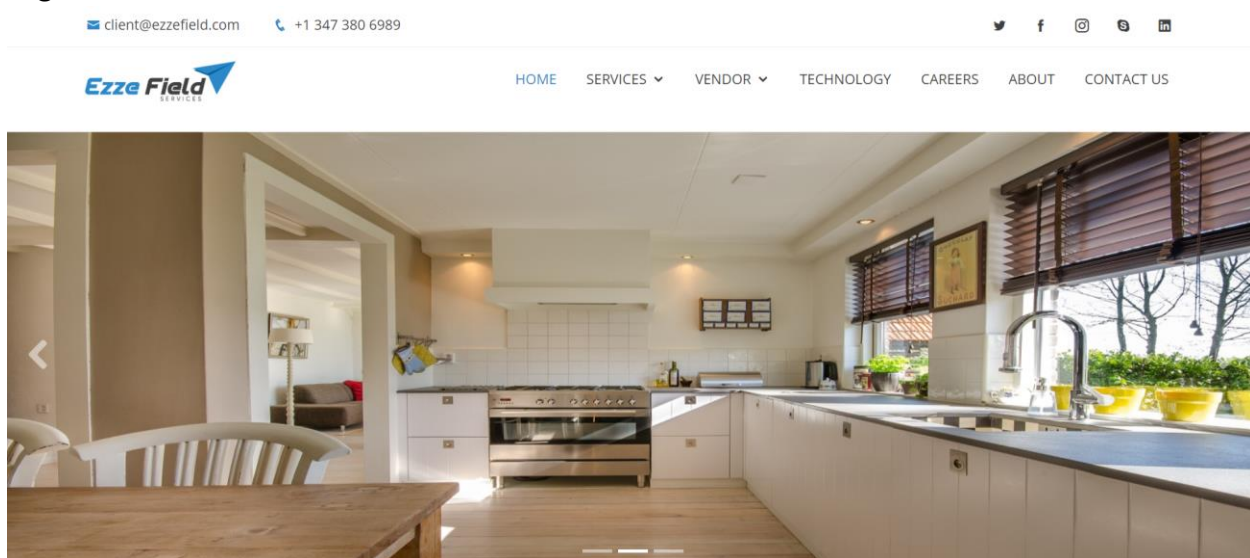
Winbridge has led the search for admirable client coordinators and business development officers as they have one of the best training modules created to assess the capabilities of an individual who wants to be a leader in the property preservation industry.

The current progression has led to more LLCs being open such as Z&Z, Credence, Homeguard, Expert, and many more to eventually cover more parts of the USA to become the property preservation pioneer that covers the entirety of the USA to eventually meet their goal of becoming a national. The aspect of becoming a national will allow for the company to become a legal entity that deals with the REO and mortgage solution themselves to provide services and have other vendors onboarded who will provide the service of preservation to WinBridge.

The following LLCs and their respective websites -



**Figure 1**



**Figure 2**

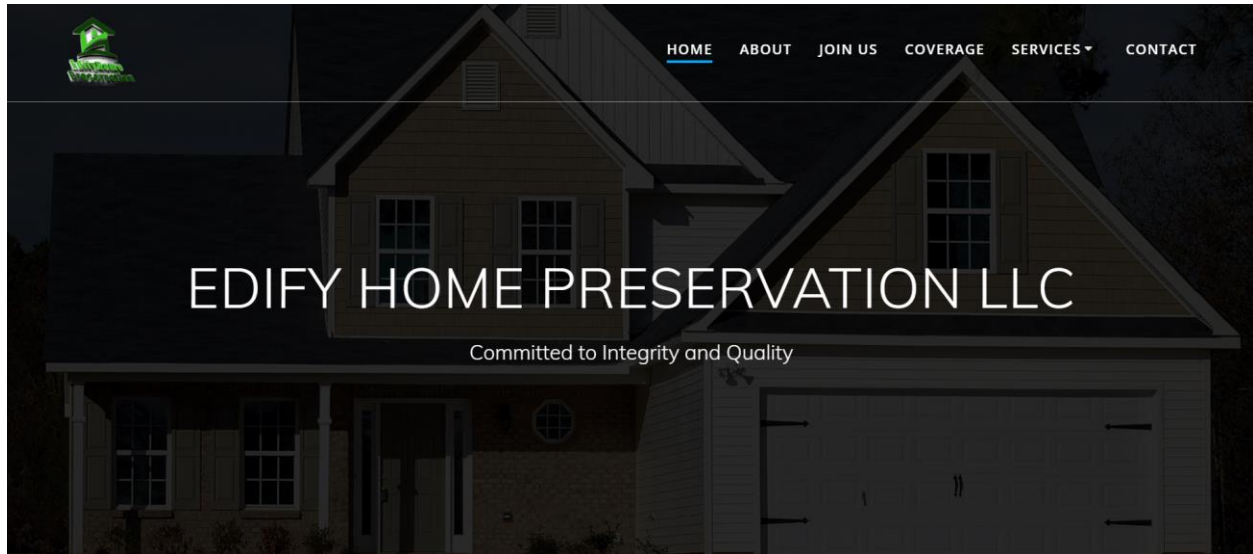


Figure 3

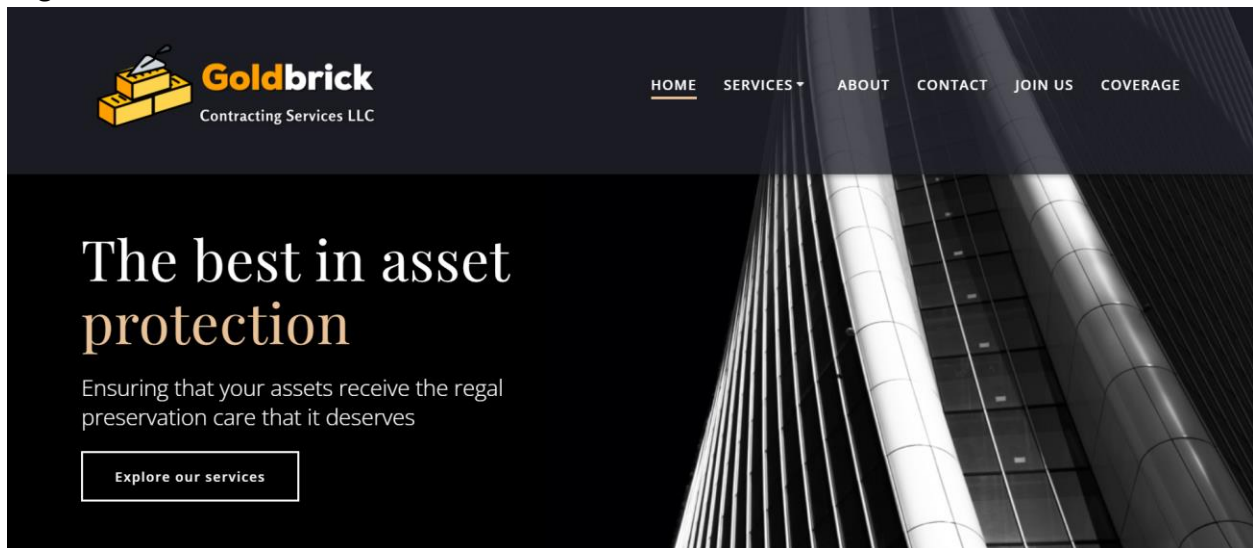


Figure 4

# Prime Home Preservation LLC

Your Asset is Ours to Look After

[LEARN MORE](#)



**Figure 5**

# **Chapter – 4**

## **The Usage of PPW**

## **4.1 What is Property Pres Wizard (PPW)? -**

PPW is an all-in-one solution that utilizes its capabilities to offer a comprehensive solution for the property preservation industry. It is a very simple-to-use web and mobile platform that can offer a seamless experience for both clients and vendors involved in the business. The platform is used as a tool that offers various useful resources that help the in-field vendors utilize the capabilities and functionalities to be offered a better experience instead of relying on other aspects of third-party communication. The functionality of the PPW can be broken down to offer a better overview of its effectiveness.

## **4.2 The functions and capabilities of PPW -**

### **1) Work Order Management:**

The work orders are the actual work that is assigned to a property preservation vendor (PPV) to be completed in the assigned properties by their respective clients. The work orders have the necessary instructions on what the actual tasks for, what is the location where the job will be done, and the actual rate of the task that is to be completed. The work order created allows the PPV to keep track of the work assigned as the jobs can range from anything as simple as grass cuts to full roof replacement.

### **2) Task Assignment:**

This is a crucial task as it allows for the individual contractor or vendors onboarded to be individualized based on their task assigned and the location where it needs to be assigned. The task assignment features allow the work orders to be assigned to them and allow for them to view the location of the properties and the task need to perform as such they can get the necessary materials to complete the task. The assignment of the task needed to be performed also allows for the contractors/vendors to know the timeframe that is given for the completion of the work needed to be done.

### **3) Communication:**

This is one of the most crucial functionalities that is utilized by both parties involved as the communication can come in many forms in this app through the usage of Job notes which allows the contractor to know what the update regarding anything related to the work order, it allows for the client coordinator to relay additional updates or communication notes with the clients that can be viewed to keep track on what is going on, and also allows the business development officers (BDO) to keep track of the work order when they submit it into the clients portal and when submitting our bid sheet.

#### **4) Documentation & Photo Management:**

The ability to take photos allows the vendors who are in the field to have the ability to take before, during, and after photos to be taken through the mobile platform of the app. This allows for the the work being done and completed to have a timeline with date and time-stamped photos which allows for the client to have the necessary evidence of when work was completed and how long it took. The document management system also allows for the client coordinators and business development officers to upload necessary documentation such as the official work order sheet that was released to us and the bid sheet that was submitted which allows for future approvals to be tracked down to know from which work order the approval came from.

#### **5) Workflow Automation:**

The workflow gets very effective and efficient as the platforms allows everyone to have their role assigned and what needs to be done visualized in a useful manner. The manual intervention of the client coordinators to oversee can be downplayed as the vendors in the field are allowed to update everything. The BDOs can track and change the status of each work order depending on the circumstances created such as ready for office, Return to Vendor (RTV), rush work orders, and many more.

#### **6) Vendor Management:**

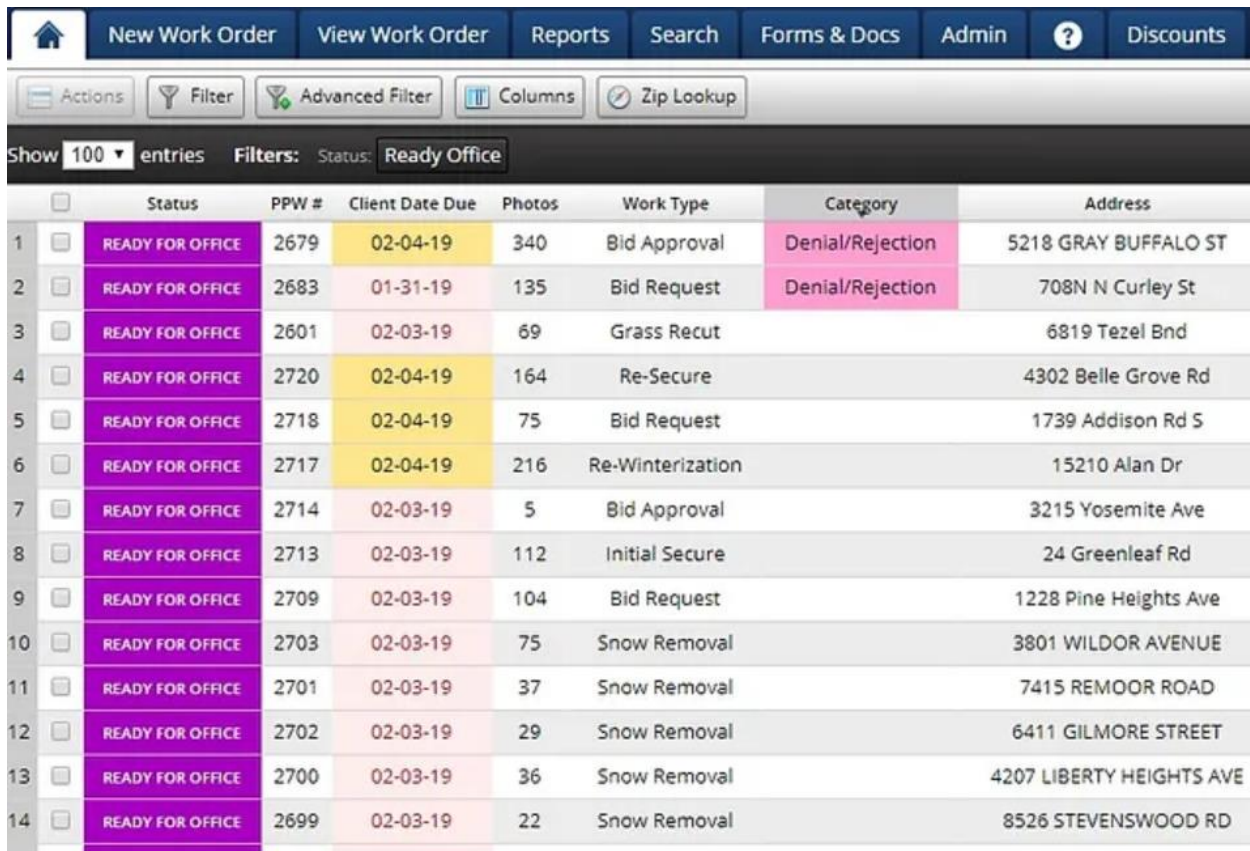
The platform allows the management of the vendors/contractors onboarded to be precisely managed as it allows for their complete information and other attributes to be classified, giving the capability to classify them based on performance and location.

#### **7) Reporting and Analytics:**

PPW offers various reporting and analyses to help the administration keep tabs on the expense, task completion timeline, work order status, vendor location, client invoices generation, bid sheet completion, and many more. This helps everyone involved to allow the operations to keep track of everything to help towards success. The analytics helps to make decisions that will ultimately benefit the company.

The conclusion of this chapter gives a clarified overview of the platforms of Property Pres Wizard (PPW) as such it plays a very pivotal role in the property preservation industry by offering usage that allows for effective work order management, task assignment, communication, documentation, and more. It is very versatile in its usage which results in benefits that property preservation companies, field agents, and, administration can utilize for their betterment and for operations to run smoothly.

### 4.3 The following figures detail the overview of the PPW Platform -



|    | Status           | PPW # | Client Date Due | Photos | Work Type        | Category         | Address                  |
|----|------------------|-------|-----------------|--------|------------------|------------------|--------------------------|
| 1  | READY FOR OFFICE | 2679  | 02-04-19        | 340    | Bid Approval     | Denial/Rejection | 5218 GRAY BUFFALO ST     |
| 2  | READY FOR OFFICE | 2683  | 01-31-19        | 135    | Bid Request      | Denial/Rejection | 708N N Curley St         |
| 3  | READY FOR OFFICE | 2601  | 02-03-19        | 69     | Grass Recut      |                  | 6819 Tezel Bnd           |
| 4  | READY FOR OFFICE | 2720  | 02-04-19        | 164    | Re-Secure        |                  | 4302 Belle Grove Rd      |
| 5  | READY FOR OFFICE | 2718  | 02-04-19        | 75     | Bid Request      |                  | 1739 Addison Rd S        |
| 6  | READY FOR OFFICE | 2717  | 02-04-19        | 216    | Re-Winterization |                  | 15210 Alan Dr            |
| 7  | READY FOR OFFICE | 2714  | 02-03-19        | 5      | Bid Approval     |                  | 3215 Yosemite Ave        |
| 8  | READY FOR OFFICE | 2713  | 02-03-19        | 112    | Initial Secure   |                  | 24 Greenleaf Rd          |
| 9  | READY FOR OFFICE | 2709  | 02-03-19        | 104    | Bid Request      |                  | 1228 Pine Heights Ave    |
| 10 | READY FOR OFFICE | 2703  | 02-03-19        | 75     | Snow Removal     |                  | 3801 WILDOR AVENUE       |
| 11 | READY FOR OFFICE | 2701  | 02-03-19        | 37     | Snow Removal     |                  | 7415 REMOOR ROAD         |
| 12 | READY FOR OFFICE | 2702  | 02-03-19        | 29     | Snow Removal     |                  | 6411 GILMORE STREET      |
| 13 | READY FOR OFFICE | 2700  | 02-03-19        | 36     | Snow Removal     |                  | 4207 LIBERTY HEIGHTS AVE |
| 14 | READY FOR OFFICE | 2699  | 02-03-19        | 22     | Snow Removal     |                  | 8526 STEVENSWOOD RD      |

**Figure 6**

This is the main view that is shown once logged into the assigned PPW account. This shows the work orders that are to be done. The view allows for the due date to be shown to allow the client coordinator to know what is to be done as soon as possible, The work type classifies what is the work that is to be done it will not show the entire instruction but allows the ability at least what type of work it is, then there is the category which allows for the BDO to know if the work order needs to be processed again due to an update or something additional that is needed by the client, the address of the property that can be viewed quickly allowing for prompt thinking in terms determining the best vendor to be assigned to the property.

Auto Import - Work Orders

Import From: Property Pres Wizard

Set Client Company: Test Company

Login Name: demo

Password: demo1234

Alert Email: info@propertypreswizard.com

Friendly Name: Test Company

Skip Comments: No

Skip Line Items: No

Set Category: [Dropdown]

State Filter: [Dropdown]

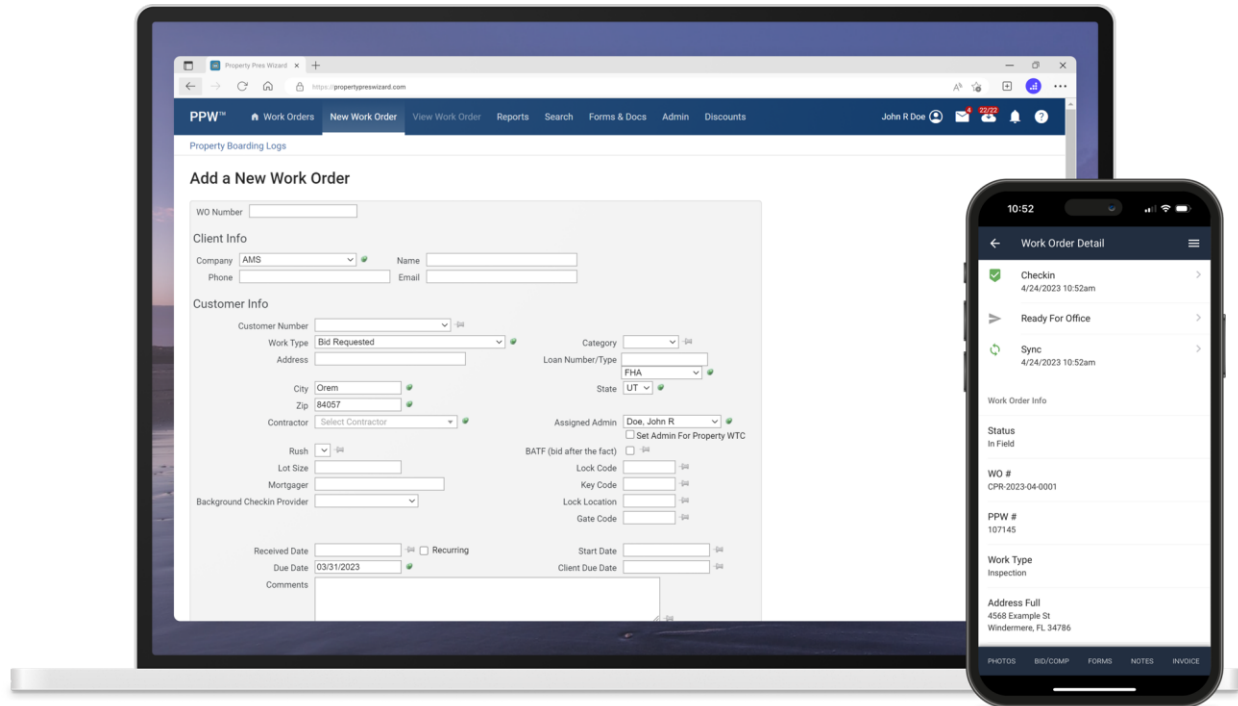
Discount % for this Import: [Field]

Active: [Checked]

| Client Company Login Name | Import From | Queue Settings | Set Category | Skip Comments | Skip Line Items | Active |
|---------------------------|-------------|----------------|--------------|---------------|-----------------|--------|
|                           |             |                |              |               |                 |        |

**Figure 7**

This figure showcases the auto import created to have a seamless experience to have the work order given in the client portal be imported directly to the PPW account paired. As each company can have multiple national clients such the auto import of multiple work orders which is then categorized creates a better experience for everyone involved in the process to keep track.



**Figure 8**

This figure showcases on the work order creation is done, as stated above every criterion that is needed to fit the requirements needed by the client. The work order is then created to be assigned to the vendor to be completed by the due date given. The field has everything necessary to have the correct information needed to create the work order. The mobile app is also shown to visualize what the in-field vendors/contractors see once it is assigned to them.

Note Type

To

Reminder Date  Time

Note Body

PLEASE COMPLETE ASAP!

WAS COMPLETED.

LOCK WORK;

LOCK BOX;

WINTERIZATION;

BIDS:

BID TO CUT GRASS, BID TO REMOVE 3 CYDS OF RAW GARBAGE, BID TO CLEAN FRIDGE; BID TO TREAT MOLD: (CUT AND REMOVE 85 LF OF CONTAMINATED DRYWALL. CLEAN 85 LF OF BEAMS WITH BLEACH OR ANTI MICROBIAL SOLUTION. PRIME WITH KILZ 85LF

Files  No file chosen

Permissions ☒ Admin ☒ Admin 2nd Level ☒ Client ☒ Contractor ☒ Manager

**Figure 9**

The job note section as stated above creates a section for notes to be assigned to each work order, as it creates a hub for all necessary information to be in one place which makes it easier for the client coordinator to write what he or she might have learned from the client when they have a conversation, the vendor can put in notes related to the work order which makes it easier for the BDO's to process and submit the work order to the clients portal and write the necessary information to make the client understand better.

Home

New Work Order

View Work Order

Reports

Search

Forms & Docs

Admin

?

General Info

Job Notes (2/0)

PCR Form

Bid / Completion Info

Photos / Documents (0/0)

Invoice

Unassigned

WO#: 37370

Loan Address: 95 E Perry Tiffin, OH

Client: Client Company

Due: 08-02-2012

Bid/Completion Notes

Show Past Bids

Save Cancel

Bid Info

Completion Info

| ITEM/DESCRIPTION                 | QTY | CONTRACTOR |         | CLIENT   |         | COMMENTS | QTY | COMMENTS        |
|----------------------------------|-----|------------|---------|----------|---------|----------|-----|-----------------|
|                                  |     | PRICE      | TOTAL   | PRICE    | TOTAL   |          |     |                 |
| Basements / Pools Needing Pumped |     | \$250.00   |         | \$500.00 |         |          | 1   | Pumped Basement |
| Debris Exterior                  | 1   | \$15.00    | \$15.00 | \$50.00  | \$50.00 |          |     |                 |
| Debris Interior                  |     | \$15.00    |         | \$30.00  |         |          |     |                 |
| Grass cut under 15k              |     | \$35.00    |         | \$55.00  |         |          |     |                 |
| Grass Recut                      |     | \$20.00    |         | \$35.00  |         |          |     |                 |
| Initial Grass Cut                | 1   | \$30.00    | \$30.00 | \$85.00  | \$85.00 |          | 1   | Tall Grass      |
| Inspection                       |     | \$5.00     |         | \$10.00  |         |          |     |                 |
| Lock Boxes                       |     | \$15.00    |         | \$30.00  |         |          |     |                 |
| Padlocks                         |     | \$20.00    |         | \$40.00  |         |          |     |                 |
| Rooms With Mold                  |     | \$0.00     |         | \$0.00   |         |          |     |                 |
| test                             |     | \$50.00    |         | \$75.00  |         |          |     |                 |
| Trip Charge                      |     | \$0.00     |         | \$0.00   |         |          |     |                 |
| Winterization (Dry)              |     | \$50.00    |         | \$75.00  |         |          |     |                 |
|                                  |     |            |         |          |         |          | 1   | Maid Service    |

Add Line

Total: \$45.00

Total: \$135.00

Comments/Notes

Client Bid Sheet Heading

Save

Cancel

Print Contractor

Print Client

**Figure 10**

The figures show the bid completion section, which is submitted as per the request of the client to know what work needs to be done in the property assigned. The work listed will have all of the necessary measurements and prices to ensure the client receives a full breakdown which they can assess what needs to be done immediately for what price and what can be done later for negotiable prices. This is where the majority of the property preservation vendors make their profits as the bid sheets submitted to the client allow the client to know the property condition along with the photos, which is then taken into consideration and allows for the clients to give approvals from the bids submitted.

| Unread   | WO#: Sample 3752295 Address: 2722 Lakebrook Dr Newburgh, IL Client: Sample Orders Due: 11-14-2018 |          |               |                |                                 |                      |                |
|----------|---------------------------------------------------------------------------------------------------|----------|---------------|----------------|---------------------------------|----------------------|----------------|
| Status   | Date Due                                                                                          | Complete | Client        | WO#            | Address                         | Contractor           | Work Type      |
| Unread   | 11-14-18                                                                                          |          | Sample Orders | Sample 3752295 | 2722 Lakebrook Dr, Newburgh, IL | Division, Data Entry | Bid Approval   |
| Unread   | 11-08-18                                                                                          |          | Sample Orders | Sample 3767319 | 2722 Lakebrook Dr, Newburgh, IL | Division, Data Entry | Winterization  |
| Unread   | 11-01-18                                                                                          |          | Sample Orders | Sample 1720415 | 2722 Lakebrook Dr, Newburgh, IL | Division, Data Entry | Grass Recut    |
| Invoiced | 11-01-18                                                                                          |          | Sample Orders | JE1720415      | 2722 Lakebrook Dr, Newburgh, IL | Division, Data Entry | Grass Recut    |
| Closed   | 11-01-18                                                                                          | 12-07-18 | Sample Orders | FU1720415      | 2722 Lakebrook Dr, Newburgh, IL | Division, Data Entry | Grass Recut    |
| Unread   | 08-01-18                                                                                          |          | Sample Orders | Sample 3663021 | 2722 Lakebrook Dr, Newburgh, IL | Division, Data Entry | Initial Secure |

**Figure 11**

The work order history tab shown in this figure allows for the client coordinators to keep track of the previous work done on the property, if there is simultaneous work that is to be done on the property, what is closed in terms of the work order, and other aspects of that the situation calls upon as the history is very useful to keep track of everything to the property once it is exclusively assigned to the PPV.

**Figure 12**

This is the invoice report tab as shown in the figure. This allows us to keep an account of the payments that are to be paid out to the vendors for the work completed, how much was paid to whom for their respective work done, the payments to be received from the

clients, and many more. This tab is generally helpful for keeping track of expenses and profit for the daily operations of each LLC. The reports can be run and kept track of by the accounting department exclusively.

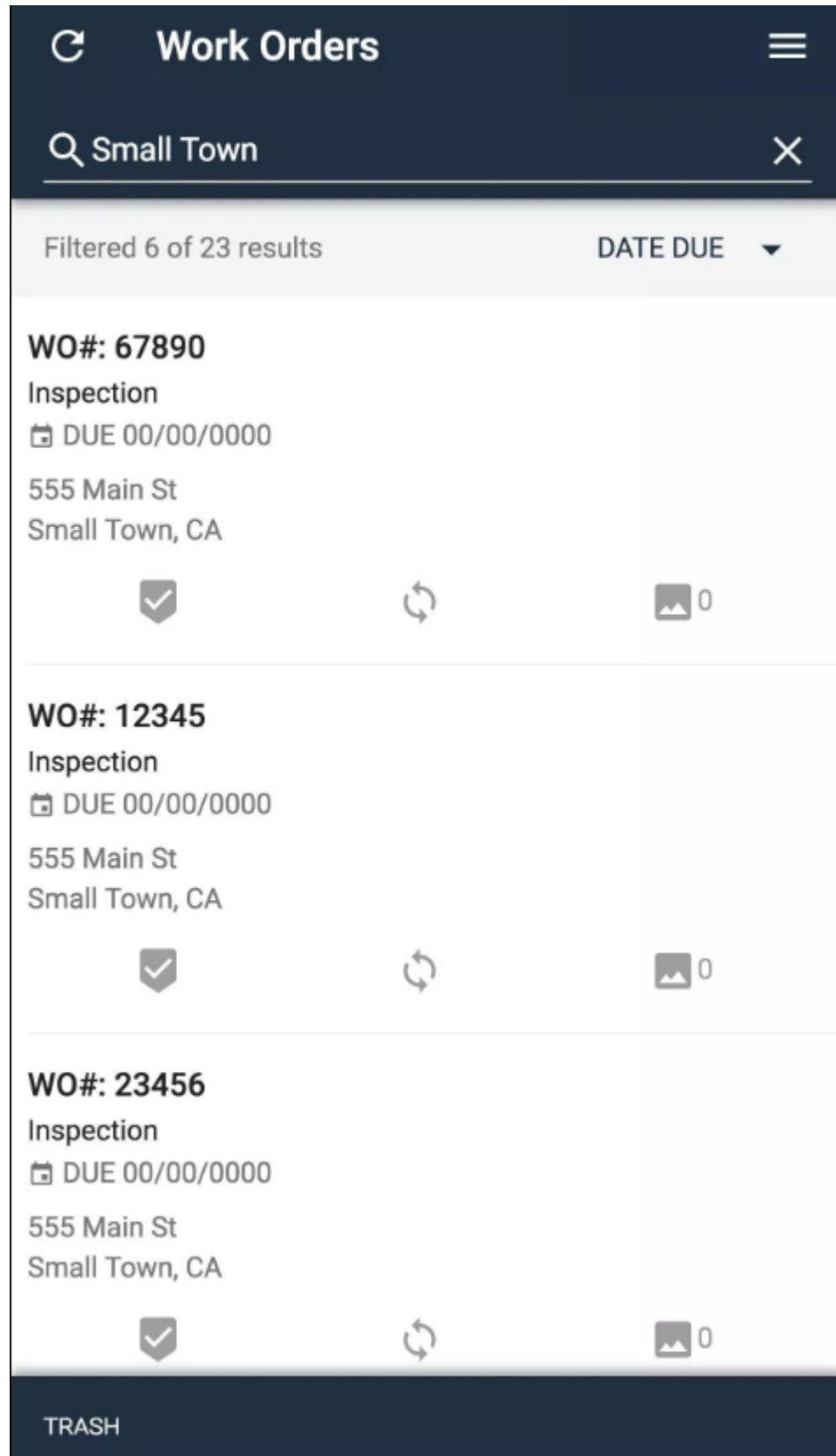


Figure 13

The figure shows the view of the mobile app platform of the PPW software used by the vendors/contractors on the field who are actually doing the work for the properties assigned. We can see what they view when a work order is assigned to them to their PPW. The multiple work orders assigned to them have the necessary information on them to be viewed at a glance.

←

Work Order Detail

≡

✓

Checkin

Never

>

↺

Sync

Never

-You must be checked in

>

Work Order Info

Status

Unread

WO #

12345

PPW #

5720

Work Type

Inspection

Address

555 Main St

City/State/Zip

01405

01405

PHOTOS

BID/COMP

FORMS

NOTES

Figure 14

This figure shows the work order once it is pressed and the view of what options are available to the vendor/contractor. The check-in allows for the verification of the exact location of the property and allows for the GPS location to be pinged and the coordinates to be shown. The sync allows for the picture that is taken through the app to be synced to the client coordinator's end to view them at an instance, this breaks the reliance on other third-party communication platforms.

# **Chapter – 5**

## **My Internship Experience**

## **5.1 The Training –**

When I first joined the organization, I had to go through a grueling 4-day training period with 8 other potential candidates, as such we had to gain a thorough insight into the world of property preservation in such a short period. The first day started with the basics of the requirements needed to understand the property preservation industry and how the industry works, we then moved on to know what guidelines needed to be followed to get a work order completed perfectly for the national clients. The training session started at 8:00 pm (GMT +6) to 4:00 am (GMT +6) as the information needed to learn was elaborate. The training then continued to 1-hour exams every day to know whether or not we had learned the information given. The second day of training showed how rapport was built when communicating with the vendors and clients as building relationships and creating an open line of communication is one of the most important things we were taught as that is what created sustenance. The third day showed the full anatomy involving an American home and what are the materials and appliances used to make these homes, we needed to learn the anatomy to know what the client needed to fix and what parts our contractor needed to work as to explain to them what the client wanted. The last day of training included the training on office etiquette and a practical exam on what we learned and how we are under pressure in the actual workplace. We were placed on live calls with already onboarded vendors and had to explain to them a work order that was assigned which was an interesting and grueling experience in itself. We were then scheduled for a presentation where we had to take everything, we had learned into a short 20-minute presentation where they would see how much information was grabbed and stored in our memories, and also this is the part where they will select the potential candidates from the 8 candidates selected from the initial interview. We presented everything and happily out of all of them I was the only one selected.

## **5.2 First Day of Office -**

When I first entered the office, the day went pretty smoothly as it included the basic introductions to everyone involved, then the intro on how the workflow moves, how PPW operates, and lastly, seeing from the 6 LLCs where would I fit the best. The basis of which LLC I would be placed in was based on my abilities showcased during my training period and they thought it would be based to put in R&R Property Preservation. This is where my journey began in the world of the property preservation industry.

### 5.3 My Internship Journey -

The journey is considered to be an adventure that is filled with highs and lows. The LLC that I was placed in was R&R Property Preservation LLC, which was based out of Michigan. The prior state of the LLC was not in the best of shape as it had incurred heavy losses in regards to late work order completion, contractors not doing a great job which caused the clients to cut back on payments that were to be received, and lastly, there a back-and-forth issue with a client in regards to debris removal from a property as R&R was instructed to remove around 180 cyd of debris and the contractors had removed around 480 cyd of debris which caused the clients to be angry as the instructions did not call for that amount to be removed. The situation caused a lot of problems as the client will not pay for the additional amount and the contractors expect the amount removed from the property. This happened right when I joined the LLC and had been relayed the information to know what was going on and what could be a possible solution in regards to this. One of my teammates had made the clients sympathize with the situation with the contractors which caused them to agree on at least 380 cyd of debris as payment which would be calculated at \$35 per cyd removed amounting to \$13,300 total. Now, the problem with the contractors was something that I had to deal with as a form of test to know whether I had it in me to be a proper client coordinator, as such I was left to deal with them. I relayed the information of what happened with the client and through patience and ethical understanding, I made them take the offer of 380 cyd with a rate of \$20 per cyd removed which amounts to \$7,600. This resulted in a net profit of \$5,730 for the LLC, this had a good effect on me as current supervisors were impressed with my efforts and dedication to solve such a complicated case.

I then had to take the responsibility to ensure that R&R would be placed back on its mantle of the highest-earning LLC in the company. I started by re-assigning properties for which we had no available vendors near who could complete it perfectly as it was causing our scorecard to have a lower number indefinitely, I started to ask the clients to get more properties in the areas where we had reliable and skilled vendors nearby, and, lastly, increased the communications with the clients which allowed for the bids that were submitted to go in review and the clients giving us a suggestion to increase the chances for the bid to be approved. The method worked as slowly but surely, we have amped the profit margins for each month which caused me to take on very big work orders on my own. We had secured our position to be one of the top preservation companies for the state of Michigan and the county of Montgomery in Alabama, we had started to receive more excellent and talented contractors for our LLC which proved to be one of the best turnarounds for us to easily expand into neighboring counties for Alabama. We were now heading into a comfortable zone of reaching \$15,000 profit each month on average which

created a very good impression of our LLC to the higher management, especially our immediate supervisors.

The biggest work order approval I have gotten was for \$40,000, the task was to remove and replace an entire 2400 sqft roof. It was a very hectic task to complete as the vendor assigned was pretty new to the preservation industry and had a hard time getting the proper photos for the work order. We did get saved as he had proper experience with his crew as such, we knew he would do a good job to close out this work order perfectly. The proper photos were the only problem as with a work order this big the clients expect proper before, during, and after photos but it worked out in the end as the contractor had good communications with us and especially checked everything off the PPW to ensure he has gotten every picture and work done perfectly. This was most of my experiences summed up to this point, as the communication with the clients was done effortlessly but explaining and handling the contractors who are working in the field especially the people who had no experience in the preservation field.

The one thing that I have learned is to create rapport with my teammates and the contractors, as we created sync between team members it made handling the operations of our LLC that much easier, and with contractors creating a bond was easier for them to take instructions, especially with people that they have never seen.

# **Chapter – 6**

# **Recommendation**

## **6.1 The Operations -**

- 1) The sync between the client coordinators and business development officers has to be made better. If there is a specifically assigned BDO then it would have made it easier to get proper suggestions and what to look out for to get a completely perfect work order completion.
- 2) The tasks would be better designated if each team member could get to work on each task of their own designed as such for it to be planned out perfectly, instead of each team member locked in their position of either being a client manager, vendor manager, or recurring manager. As with them locked in each position they are not allowed to the task of the other member and there is always the possibility that someone else might have a better way to communicate.
- 3) The working hours should be lowered to preserve better mental health as the working hour duration lasting for 10 hours every day for 5 days a week can take a sufficient toll on an individual's psyche.
- 4) There should be a better hierarchy in place especially for the culture here in Bangladesh as the current structure makes it seem there is no opportunity for growth which makes the position not so desirable.
- 5) The ability to have a better place to relax and let off steam as the work life, especially in night shifts can be gruesome on the body so for a place to just relax to have a proper scope of rest can be really helpful for a lot of individuals.

## **6.2 The Finances -**

- 1) There should be a better division of profits for the individuals involved in the operations of the business, as the revenue generated for the company is based on the American Dollar which creates an advantage for us as we are operating in Bangladesh which does allow for the exchange rate to be in our favor. The monthly disbursement of salary should have a better scope of making more in comparison to other jobs in the outsourcing sector.
- 2) There can be a better profit cap for each LLC the current cap has a limitation that does not allow for the client coordinators or business development officers to flourish in their fields in terms of remuneration.

### **6.3 The Management -**

1) There should be a specific task for management to sit with each LLC every month to keep updates to know what is going on and to understand what problem they might be facing.

# Chapter – 7

## Conclusion

### **7.1 Summary of findings -**

As the leading property preservation company operating in Bangladesh, WinBridge has let itself shine amongst the rest. They have pioneered the usage of the ERP software in operations, allowing for the proper training of the individuals who want to be leading client coordinators and business development officers in this field and, creating an opportunity for people who have a wish to go abroad to flourish as this shows they have what it takes to excel in this field indefinitely. WinBridge created a solid ground for Bangladesh as it is one of the leading outsourcing nations in this world and this industry allows for young graduates and others to have a better understanding with good remuneration to capture the flow of the corporate culture of Bangladesh and the United States of America. The specific guidelines created for each client and the preservation industry are showcased thoroughly in training and in real operations which is utilized further as a lesson to know what is appreciated to create perfection. The communication aspect of this entire internship journey allowed me to have a better understanding of how people of different cultures operate, how to make individuals understand better, and, how to make myself more presentable in terms of how to have a better approach to create a safe environment of trust.

### **7.2 The knowledge and experience gained during the internship period -**

The experience gained from this period of my time with the company has allowed me to be a better individual in terms of having a greater critical thinking ability. As for the situations that I faced in terms of solving the issues caused by either the contractors or the properties themselves, to have the ability to solve them and have the correct expression to let the client understand better has been thrilling, to say the least. The corporate aspect has allowed me to know what it takes to have proper management of time to get everything done on time and which creates a better environment at work and in my personal life too. The knowledge gained will allow me to have a dual view of the cultures that I was thrust upon in my work life to understand how different people operate and how they respond to everything.

### **7.3 Overview of the working aspect in Bangladesh -**

We have been chasing this dream of getting a great job since we first started the semester in a university and the ability to get through our dedication towards studies and extracurricular activities is a statement made to ourselves to make ourselves better to gain that perfect corporate job. The culture of working in an average company in our nation still has some lacking in terms of providing the proper guidance to better ourselves

as individuals but the field is changing day by day by introducing better practices to be incorporated for better effectiveness, efficiency, and most importantly, a better piece of mind. The changing pace from the ages of the very first companies started to mega multi-national conglomerates making their mark in our nation we are slowly adapting to everything and especially to the world around us. The dream still speaks for every individual taking their first steps toward their own financial freedom and building their own new world just like our parents.

## References

- Andrews, D. (2008, February 05). *National Field Representatives Limited* . From National Field Representatives Limited Website : <https://nfronline.com/mortgage-field-services/property-preservation-service/>
- Odinet, C. K. ( 2015). The Use of Bank Contractors in Mortgage Foreclosure: Contractual Considerations and Liability Concerns. *Prob. & Prop.*, 52.
- Pial, H. (2023, June 05). The inner workings and operations for the Preservation Industry . *Property Preservation Training* . Dhaka .
- Rahman, A. (2023, June 01). The insight in the Preservation Industry . (R. Rahman, Interviewer)
- RealVantage. (2021, June 25). *Property Preservation and its Importance*. From RealVantage Co.: <https://www.realvantage.co/insights/property-preservation-and-its-importance/>
- Services, U. F. (2021, December 25). *United Field Servies LLC* . From United Field Services LLC Website : <https://www.unitedffs.com/what-is-property-preservation/>