

Smart community solutions

i-Neighbour is a one-stop security solution for property developers and management committees

MASLOW'S *Hierarchy of Needs* – a popular theory used to understand how people prioritise their needs – ranks the need for safety and security just behind the need for basic necessities, ie food, water and rest.

This desire is evident in the way people choose where they want to live. Whether families or individuals, one of the most common questions asked when considering a property is whether it is in a safe location and what security features are available.

Whether it is hiring guards or pursuing other more hi-tech security measures, it is imperative that all property developers embrace the need to have a comprehensive security system in place.

The key question is how to offer this while maintaining a desirable level of convenience while keeping costs reasonable and affordable? The answer lies in TimeTec Computing Sdn Bhd's i-Neighbour flagship smart community solution.

i-Neighbour is a secure multi-functional cloud-based residential and visitor management system for high-rise residential and gated guarded neighbourhood communities.



A stand-out feature of the system is its comprehensive security features. This platform allows for the monitoring of the security and safety of both the shared spaces of the neighbourhood and the individual residences of its users.

For example, to ensure the overall safety of the neighbourhood, the programme has a 'Blacklist Menace' feature. This allows security personnel to ensure

that known troublemakers are not let into the neighbourhood.

Residents can also look after each other's well-being by lodging incident reports if they see something suspicious or worrying. The bulletins are disseminated to all members of the community, allowing them to take the necessary precautions and allowing potential dangerous situations to be quickly dealt with.

Furthermore, residents are protected in their individual homes as well. With a panic button and alarm system, those in trouble can activate an alarm and send SOS alerts to their emergency contacts.

As residents are able to capture the ongoing incident in real time, neighbourhood security, police or other authorities are able to render assistance quickly and effectively.

Overall management

Interestingly, i-Neighbour does not just have a one-dimensional focus on security. Rather, it provides a host of features which makes it a one-stop solution for property management.

Visitor management is one such process that has been made more convenient for residents, their visitors and the security staff. The system allows residents to set up pre-registration for their guests or vendors.

For example, a family hosting a birthday party can send invites to their guests via i-Neighbour. When a guest confirms attendance, the person receives a QR code that can be easily scanned at security checkpoints for easy entry into the neighbourhood.

Furthermore, it is not just residents who benefit from the system. Management committees and developers can significantly reduce red tape and paperwork via the multipurpose platform. i-Neighbour also allows the handling of facility management, incident reports, and collection of payment and other fees through the system.

But perhaps the best feature of the entire solution is its sheer convenience. As the platform runs as an app, residents only need to download the app to their smartphone to access its many features.

To cater to Malaysia's multilingual society, the platform offers over 12 languages – including even Nepalese – to accommodate language barriers which might otherwise arise.

Importantly, i-Neighbour is benchmarked against high international standards to ensure that the platform is secure and can withstand potential hacking attempts.

Its security measures include the ISO 27001 and CMMi certification, regular penetration tests by security experts and 2-factor authentications, among others, to enhance cyber security. This is similar to what many banking groups employ to protect their own systems.

Developers and management committees interested in this platform can contact TimeTec at 03-80709933 or visit <https://www.i-neighbour.com/> for more information.

