# AI startup Conduit transforms property management with rapid resident response system



Artificial Intelligence (AI) is increasingly recognised for its potential to reshape various industries, particularly in real estate through advancements in property technology, or 'PropTech'. This transformative capability is highlighted in the context of AI-powered tools that dramatically enhance operational efficiencies, specifically within property management.

A striking illustration of this development is found in the work of Punn Kam, co-founder of Conduit, a platform dedicated to integrating cutting-edge AI solutions. With AI's ability to reduce response times for resident requests to as little as three to five minutes, the implications for property managers and residents alike are profound.

Punn Kam's journey began with a fascination for programming at an early age and includes significant academic pursuits in Computer Science, which forged his technical expertise. This was further refined through internships in oceanic robotics and decentralized finance, alongside impressive achievements such as winning at Stanford Treehacks and excelling in a poker competition among prestigious universities. However, it was his experience at Google, working on AI-driven advertising technology, that solidified his desire to create innovative solutions independently, leading to the conception of Conduit.

The inception of Conduit was a response to longstanding industry inefficiencies, particularly the disparity between real estate marketing expenditures and renters’ service experiences. Collaborating with his co-founder Cole, who previously managed Airbnb properties, Punn was able to align their collective skills and insights to develop the platform. Their admission into the competitive YCombinator incubator catalysed Conduit's launch.

Currently, Conduit has processed over 10 million inquiries and serves property managers overseeing more than 20,000 properties. The platform has attracted $3.1 million in funding, including investments from notable entities such as PiLabs and the co-founders of YouTube and Weebly. Central to Conduit's impact are features like automated responses to frequent inquiries and continuous, personalized interactions. Unlike traditional chatbots, Conduit's autonomous AI agents are designed for complex conversational tasks such as upselling, negotiation, and follow-up, as well as recognising when human intervention is necessary.

Despite the progress, the journey to establishing Conduit was not devoid of challenges. Initially, Punn encountered difficulties in finding collaborators who shared his innovative vision. Rather than allowing this to hinder his aspirations, he took proactive steps to foster communities that would support his goals, including founding a blockchain group at university and initiating AI interest networks at Google.

Conduit represents a significant advancement in how AI can enhance daily operations in the property management sector. Punn Kam’s ongoing mission aims to redefine customer interaction standards within real estate, underpinned by his commitment to technological innovation. His aspirations extend beyond Conduit; he plans to continue supporting ambitious entrepreneurs as an angel investor, further contributing to the evolution of efficient and interconnected systems.

Punn's development of practical AI tools signifies a combination of vision, passion, and technological prowess, laying the groundwork for a future where such innovations become the norm in enhancing operational efficiencies across various sectors.

Source: [Noah Wire Services](https://www.noahwire.com)

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