

CASE STUDY

How our client halved the cost of 93 hours of administration work per week

THE CHALLENGE

They want to improve the efficiency of their Property Management and Sales division without disrupting client servicing. The ultimate goal is to free Property Managers from their lease applications and Sales Agents from the administration listing process so they can be more focused on income generating activities.

THE SOLUTION

PHASE 1 - REPAIRS AND MAINTENANCE ADMINISTRATOR

The client started offshoring with one Repairs and Maintenance Administrator. The aim is to streamline and attend to all their repairs and to minimise tenant follow-up calls within one month.

Our team member actioned all repairs including tenant and tradespersons contact kept property managers up to date, and processed tradespersons invoices.

PHASE 2 - LEASING ADMINISTRATOR

With the success of Phase 1, this rising star agency commenced leasing administration roles for the processing of tenancy applications, management of lease start process, and lease preparation.

We currently have 2 tenancy administration positions undertaking all routine inspections and administration of rent reviews and lease renewals.

PHASE 3 - SALES ADMINISTRATOR

The client brought on a Sales Administrator to free up one of their Sales Agents from admin work. Everything was offshored from booking photoshoots, adding properties to Property Tree, creating brochures and signboards, managing My App, advertising through CampaignTrack to booking OFIs and sending calendar invites.

This Sales Agent ended up doubling their efficiency and their Global team member became a part of their team. Eventually another agent commissioned the assistance of our Sales Administrator.

The success and efficiency this collaboration brought, resulted to our client adding another Sales Administrator to their offshore team.

THE RESULTS

40 hrs

A WEEK OF
REPAIRS AND MAINTENANCE
REMOVED FROM
PROPERTY MANAGERS

25 hrs

A WEEK OF
LEASE ADMINISTRATION
REMOVED FROM
PROPERTY MANAGERS

28 hrs

A WEEK OF
SALES ADMINISTRATION
REMOVED FROM
SALES AGENTS

60%

REDUCTION
IN THE COST TO
COMPLETE
THE TASKS

\$120,000

TOTAL SAVED
ANNUALLY
FOR 3 FULL TIME
POSITIONS

Total of 93 hrs a week transferred from onshore office to offshore office

CONCLUSION

Moving administrative tasks offshore is a competitive advantage. Transferring 93 hours offshore and saving \$120,000 per annum can go directly to increasing your profit bottom line.