

Property Management Tool  
*BUSINESS & FUNCTIONAL ANALYSIS*  
(2012)

### Used services

- |                               |                     |
|-------------------------------|---------------------|
| ✓ Project & Change Management | ✓ Tools & Databases |
| ✓ Process & Information flows | ✓ Reporting         |

### Context

In 2012, the client decided to take back the property management of his buildings (previously outsourced)  
The client had to install and configure a property management tool to fit the best way as possible his needs in a very short delay (5 months)

### Headlines

REIT quoted on BEL-20  
Many stakeholders in multiple dept.  
Independent advisor for the client  
Interface between the supplier and client  
Take-over of data from previous property manager

### FacOrg Contributions

#### Step 1 : Analysis of the existing situation

For several reasons, the client has decided to keep the same tool used by his Property management supplier.

FacOrg helped the client to identify the way how the tool had to be used.

- Recommendation regarding product usage
- Recommendations regarding processes
- Recommendations regarding product configuration
- Recommendation regarding data migration

#### Step 2 : Coordination of project

FacOrg ensured that the planning and the deadlines were respected.

We also ensured that the needs and expectations of the different stakeholders were met

#### Step 3 : Go beyond simple tool usage

In order to benefits as much as possible from the tool and business, FacOrg proposed solutions to integrate this new tool with other systems and business processes. (electronic invoice handling, financial reporting, ...)