

# DUNEDIN PROPERTY

## PRIVATE PROPERTY INVESTMENT

Having worked with Support Tree for over 5 years, Dunedin approached us to provide consultancy and advice on streamlining their lease renewal process.

### The Business Challenge

Dunedin are scaling up and are engaged in streamlining their processes and bringing automation to delivery more efficiency.

This need has come from driving more revenue from their lease management service. The end goal is to grow the number of properties managed without adding more cost or resources.

Dunedin require a system for their lease/rent and restructuring documentation that will help track the progress of each case. Dunedin currently deal with around 40 new cases each month. They wish to scale this by at least 100% if not more.

Support Tree have been providing managed service support to Dunedin since 2012. We have worked together on and implemented many projects, from complete virtualization of all server infrastructure to upgrading their property management application "Yardi".

### The Company

Dunedin Property are an asset management company who specialise in business units. Some of the services they include are: lease restructuring, renewals and reviews. Building reconfiguration, refurbishment and upgrades, planning consents for redevelopment and extensions.

*“ We turned to our IT partners at Support Tree for advice to see if we could make better use of our time by automating the lease approval process.*

*Support Tree developed an automated system for us using SharePoint which has since freed up a lot of my time.”*

**Sarah Turner, Office Administrator**



“ What I’ve found most difficult about our old lease process was the lack of visibility we had. As we use emails a lot, important emails were going missing or left unnoticed. I knew that my staff could work much more effectively if we had the right solution.

Support Tree identified our pain points and provide a robust solution in a quick turnaround time. They’ve always communicated effectively with us and provide a very clear scope of work of what’s to be carried out.

My staff now seem a lot happier as they can use their time more effectively. Gordon Kelly, MD ”

## Our Solution

**Consultation.** We undertook a 3-month consultation with our client to analyse options available to them to develop a solution.

**Cost.** To ensure there were no surprises, we provided a set cost for the implementation of the solution after we had agreed scope of work.

**Analysis.** We shadowed the current process and documented it. We analysed and identified areas for process change. We identified where automation could be applied and provided the framework for a technical solution.

**Agreement.** We configured a workflow using SharePoint online. This required updates from the company’s asset manager, a solicitor to prepare legal documents, and Dunedin’s trade partners who finalise the lease agreements.

**Documentation.** Technical documentation was created to detail the backend of the solution. End user documentation was also documented and shared along with onsite training for staff.

## Their Outcome

We provided automation of Dunedin’s lease approval process, ensuring the following results have been provided:

- Standardisation
- Accountability
- Ease of reporting
- Removal of duplication
- Enabled self-maintenance
- Saved time

The above have resulted in the ability to handle and estimated 200% more lease renewals from the same amount of resources.

They now have increased productivity, more leverage from the same resources, scalability, staff moral and efficiency.

*Dunedin are setting the standard in commercial property by being early adopters of systems which will give them competitive advantage and add value to their intellectual property.*

