



## Case Study

### *VisionCRE delivers a comprehensive Web-based Corporate Real Estate solution*

When one of Australasia's largest transport and logistics companies needed a comprehensive Corporate Real Estate software solution, they identified Vision Software as the provider of choice. Transport logistics is a particularly dynamic and competitive industry sector that has been rapidly transformed into a total solutions marketplace by the increasing challenges of technology and e-business.

While property is not the company's core business, it must nevertheless manage several hundred sites in numerous countries. These sites are made up of a complex array of warehouses, offices and road, rail and port depots. Just as its customers require integrated solutions, when it came to managing its corporate real estate requirements across Australia, New Zealand and South East Asia, our client sought a supplier who could provide a comprehensive, innovative, and flexible solution.

The fundamental requirements were for a property management package that would enable the collection of all relevant data, ensure easy access to essential details, and make critical dates available to all members of its property department. After assessing a number of products, our client decided that Vision Software's VisionCRE provided the best solution:

*We chose VisionCRE because it was the only one that could incorporate all our many property arrangements and contracts into one package. With VisionCRE we have a corporate real estate solution that brings all our information into one place for the first time, letting us focus on what's important to our business.*

#### **Property Manager**

Vision managed the implementation of the system from its Sydney office under the leadership of a dedicated project manager who spent considerable time with the client through the planning, pilot and full implementation stages. The project manager was supported by specialist installation and training staff. This team put considerable effort into understanding the client's needs:

*Understanding what our clients are trying to achieve is the first step in any implementation. By planning properly both internally and with the client, we were able to identify the critical aspects of the project.*

#### **Peter McHannigan - Project Manager, Vision Software**

Vision Software staff visited several client sites to get a feel for its differing properties, systems and arrangements. Emphasis was placed on discovering and documenting the detailed requirements of both end users and management. Our extensive experience reinforced the philosophy that gaining a comprehensive understanding of each client's unique context and the varying requirements of key stakeholders is integral to the project's success.

Following the research phase Vision quickly established that, due to the distributed nature of the client's operations, the best result would be achieved by implementing a Web-based solution. Vision developed a comprehensive prototype so the client could test the Web client and ensure it



met their needs. The client's management team now view this as a vital feature of the system.

In this and other ways, the pilot stage allowed Vision to tailor their solution for the client, and highlighted VisionCRE's flexibility. The client's management team found the system to be easily adaptable and were pleased to find that making any required modification was a trouble-free process. The pilot stage also helped ensure a low-risk implementation by allowing modifications and any other issues to be worked through prior to the system going live.

Dedicated Vision staff worked closely with the client to implement the system during both the pilot and full implementation stages. Comprehensive and open communication throughout the process minimised potential problems, ensured that expectations were well defined and realistic, and that all parties were kept up to date with progress on the project. The robust planning and implementation processes gave the client full confidence in VisionCRE.

Since the client went live with VisionCRE, the confidence in their new corporate real estate solution has been proven to be well placed. The system has allowed the client to streamline its processes, and is performing key functions such as the flagging of critical dates such as lease expiries and rent reviews in an effective, efficient and timely manner. VisionCRE's flexible and comprehensive reporting capabilities mean that the right information is being delivered to management at the right time.

Our property management staff use VisionCRE as their key tracking tool for all leases and important dates. It's rapidly proving its value and is helping our site managers immensely. VisionCRE is delivering on its promise and has already proved an extremely good investment for us. Furthermore, VisionCRE has the ability to grow with us in the future - something that's critical as our property portfolio is ever-expanding.

#### **Property Manager**

## **VISIONCRE CORPORATE REAL ESTATE MANAGER**

### **Property Managed Properly.**

At Vision Software, we exist only to make your job easier - that's it. Find out how our innovative software solutions and outstanding implementation can help you manage your property portfolio more effectively, and save you time and money.

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