Salesforce - Void Management Solution

Case Study: Process automation to drive improved visibility and ownership

BACKGROUND

A large listed Landlord about to embark on major expansion identified a constraint in their current manual void management process and systems.

The Client had already seen the benefits of automating their Lead-to-Lease process in Salesforce and were looking for similar outcome for the void management process.

The ideal solution would improve speed and efficiency, reduce manual errors, increase profitability and customer satisfaction.

THE CHALLENGE

Process Variations
Due to the manual approach, significant variations and inefficiencies existed

Lack of Visibility
Multiple teams & systems involved with limited integration or visibility into status

Ownership
Solution did not support clear ownership and performance metrics

THE SOLUTION

Using Salesforce a central Void pipeline is established & managed across the organisation

Tasks are assigned to responsible teams through each step of the process

All activities are tracked and visible in Dashboards and KPI's

THE RESULT

✓ Visibility into Progress, Delays & Forecasted Completion

✓ Visibility into Team Workload with clear responsibilities, measures and KPI's

✓ Standard and Automated Process with notifications and ability to make changes/configure