

Property management portal improves decision making

90% click reduction

Challenge

The client, a member of the S&P 500 Index, is one of the country's leading owners, operators and developers of major retail properties, with nearly 60 million square feet of leasable space.

Their important business content, such as plans, drawings and contracts were located in separate systems, which were arduous to access. Frustrated users, including property managers, leasing managers, asset managers and paralegals began to store content locally, causing content sprawl and information silos, leading to major concerns over content quality. They were concerned that these inefficiencies and uncertainties were having a material impact on decision making, operational performance and overall profitability of their portfolio.

Solution

Hitachi Consulting delivered fast, accurate access to business content, such as contracts, plans and other key operating information through a SharePoint 2013 portal with a search-based information architecture. The portal provides aggregated property centric information through systems integration and search architectures, and enables all user roles to more efficiently perform their responsibilities.

Hitachi initially worked with the client's stakeholders to understand user requirements and key business processes. A solution was then designed that enhanced decision making, streamlined processes, promoted collaboration and simplified access to pertinent information. The solution included an enterprise-wide content management strategy, an information architecture to support the strategy, a content governance model to offer management control over content and a Center of Excellence (COE) for continuous improvement and sustainability.

Positive impact

The client's new Property Management Portal offers its users timely, accurate and complete property-centric documents, drawings and data.

- Property-centric information presentation improves decision making and property profitability
- Dramatically simplifies access to content, by reducing number of clicks to reach documents from 10-15 clicks to only one or two
- Eliminates content silos, in favor of centralized document repository, ensuring data accuracy
- New information architecture roadmap creates an actionable plan to retire and consolidate legacy technologies

- Enhanced user experience improves employee efficiency and collaboration

Microsoft technology

- SharePoint 2013, SQL Server 2012, PowerShell, Windows Azure
- Integrations with: Oracle, Siebel, Hyperion and Kofax imaging software

About Hitachi Consulting

Hitachi Consulting is the global solutions and professional services organization within Hitachi Ltd., a global innovation leader in industrial and information technology solutions and an early pioneer of the Internet of Things. Hitachi Consulting is a business integrator for the IoT era and a catalyst for digital transformation. Using our deep domain knowledge, we strategically collaborate with our clients to help them innovate faster, maximize operational efficiency and realize measurable, sustainable business and societal value. As a consulting-led solutions company, we can help you leverage data as a strategic asset to drive competitive differentiation, customer loyalty and growth. To learn more, visit www.hitachiconsulting.com