Connected Real Estate

Built on Salesforce, Deloitte Digital has created a pre- configured Real Estate accelerator that demonstrates the art of the possible.

The accelerator leverages the market leading Salesforce solution, leveraging industry specific tools to deliver a best in class end-to-end front and middle office journeys. It aggregates and visualizes data in a single place using market leading tools to drive better decisioning and surfacing data where is adds the most value.

FEATURES

Pre-Defined Personas & Journeys

Commercial Real Estate specific journeys that cover the end-to-end front and middle office experience, focusing on alleviate common pain points surrounding the moments that matter, which include those value adding interactions with external parties such as sales agents.

360° View of Customer

A holistic view of every customer, including all interactions, leases and external data, so that account manager, asset manager and agents can manage and collaborate on accounts in a single place, lays the foundation for a more productive account meetings.

Unified Lead & Opportunity Management Process

Internal account manager and 3rd party Agent have a unified processes to manage and collaborate on prospects and existing relationships, using prospect intelligence, notifications and messaging service to drive richer conversations, eliminating the possibility of lost leads and promoting quick engagement for faster conversions.

Single View of Asset

The aggregation of all asset data, including 3rd party data, in a single place and brought to life using market leading data visualization capabilities to help Asset managers improve the performance of assets and place customers in the most optimal units based on their needs.

Automated Deal Management

A unified deal management process that leverages pre-populated data and integrations with 3rd parties, to drive automated workflows to capture, complete and approve deals, with full transparency

Data Driven Decision Making

Using insight to proactively arm account and asset manager with information on contract renewal, optimum space mix within each assets, void management, etc, to increase retention and drive innovation

BENEFITS

Promote revenue growth and client retention through a new generation 360o account and asset view with meaningful data insights

Drive higher employee and agent satisfaction
Providing a seamless end-to-end guided digital experience that is transparent and measurable

Drive direct cost savings
Replacing multiple systems with Salesforce, reducing overall maintenance, licensing costs, the number of systems employees have to use and processing time

Increase relationship manage productivity
Reducing the time spent on account planning and data collection creating more client-facing time through automation of administrative tasks, capturing information and viewing reports while on the go via mobile.

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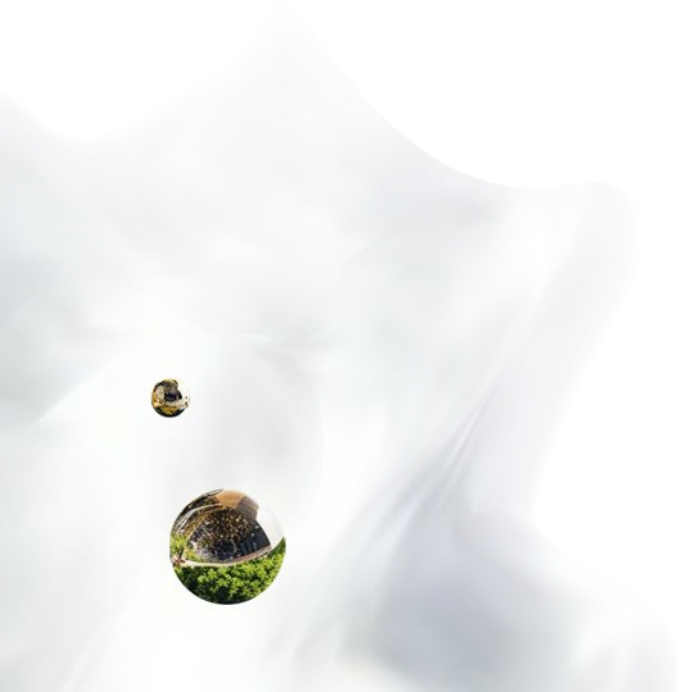

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