



SAP BUSINESS ONE MAKES PROPERTY MANAGEMENT A BREEZE FOR ATP

Australian Technology Park (ATP) needed new business management software that could fit the specific needs of the property management business, particularly strong financials module. SAP® Business One has helped ATP boost productivity and customer satisfaction.

AT A GLANCE

Website:

- www.atp.com.au

Key Challenges:

- Legacy system was built for the construction business and not suited for the property management business
- Staff could not extract business-critical information easily

Project Objectives:

- A business management solution that closely integrates property management and financials
- End-to-end transparency of business-critical information
- Ease of use, including customer facing staff

Solutions & Services:

- SAP® Business One and Arinya Property Suite, a partner solution for property management

Why SAP Solution:

- SAP is well known for its user friendly yet powerful financials software
- Has a partner solution built specifically for the property management sector and which is integrated with SAP Business One

Implementation

Highlights:

- Implementation was completed within three months, inclusive of testing

Key Benefits:

- Information entered into the system is sent to the relevant departments for processing
- Very user friendly
- Staff productivity is enhanced
- Customer satisfaction has increased, with their queries answered efficiently
- Empowers and helps staff during the problem-solving and decision-making process

Channel Partner:

- MicroChannel Services

Database:

- Microsoft SQL

Operating System:

- Microsoft Windows

Australian Technology Park (ATP), home to 100 of Australia's leading technology companies, is a unique confluence of the old and new. The management has preserved the old-world charm of one of Sydney's most significant heritage sites, the former Eveleigh Railway Workshops, and transformed it into a modern business facility for companies specialising in biotechnology, education, energy, environmental management, multimedia, IT, telecommunications and photonics.

“The previous system that we were using was designed for the construction business, and unsuitable for a property management company like ours... After looking at all the solutions in the market, we selected SAP Business One because it fits all our requirements.”

Mr. Sanjeev Goyal, Business and Finance Manager,
Australian Technology Park

At ATP, the legacy of the workshops – a place where new tools, machines, power sources and techniques for steam locomotives were once created – lives on through the company's vision of becoming a “highly recognised community for the commercialisation of Australian technology and innovation”.

But in order to achieve its objectives, ATP needed an overhaul of its legacy business management system.

“The previous system was designed for the construction business and unsuitable for a property management company like ours. These two industries are like chalk and cheese from ATP’s perspective,” says Mr. Sanjeev Goyal, Business and Finance Manager, ATP.

“In construction, you would be analysing costs at various project stages. But in property management, you are managing tenants and leases, with regular conversations with tenants on a variety of matters.”

To correct the misalignment between its IT solution and business needs, the company decided to deploy SAP Business One and an SAP partner solution, Arinya Property Suite.

End-To-End Data Transparency

Maintaining rent rolls and lease information, such as financial data in relation to tenants, lease terms and renewals, are very time consuming tasks – especially for a 17-staff strong company that has 100 companies on its premises to manage.

The new system had to support the entire property management workflow lifecycle with tight integration between the property management module and a strong financials management system. The new solution also had to be easy to use for all staff.

“After looking at all the solutions in the market, we selected SAP Business One because not only did it meet all our expectations from a financials perspective, it also integrated very well with the property management module from Arinya Technology, SAP’s integration partner.

The SAP Business One system now serves as a single and shared repository for all business-critical information such as leases, incidents and communications with the customer. Relevant departments can still perform their relevant business processes but without losing transparency of information.

For example, this means customer-facing staff can extract the data they need without asking the accounting team for help.

“Integrating financials with the additional functionality provided by Arinya’s property module gives us end-to-end data transparency.

“It empowers people, giving them easy access to relevant information. It means issues can be resolved more quickly and independently.

“And because SAP Business One is very user friendly, productivity has improved and customer satisfaction has increased,” says Mr. Goyal.

Fast Implementation

With the help of systems integrator MicroChannel Services, the SAP deployment was completed within just three months, including a testing phase.

“We were amazed at the speed and ease at which SAP Business One could be deployed. It went live with no problems at all,” said Mr. Goyal.

“Deploying SAP Business One makes lease and rent management much easier. In summary: better customer service and happier tenants,” said Mr. Goyal.

“With the help of SAP, we are now one step closer to becoming one of the best technology parks in the world,” said Mr. Goyal.

“What is really great about SAP Business One is that it is very user friendly. As a result, productivity has improved and customer satisfaction has increased as relevant information can be retrieved to answer queries on the spot.”

Mr. Sanjeev Goyal, Business and Finance Manager,
Australian Technology Park