

Asset Management of a Multi-national

Onboarding and offboarding solution

Challenge

The client manages a national portfolio of assets, where they onboard, manage and off board tenants. The end-to-end management of leases is a complex process where the activities of a number of internal and external teams need to be orchestrated. Parts of the business process must be completed in a strict sequential order whereas other processes can be performed in parallel.

The existing solutions in place resulted in re-keying, manual processes between teams, tracked on spreadsheets. In addition to these inefficiencies, there were increasing compliance requirements from the regulator.

The client attempted to implement a solution; however the project was unsuccessful. psKINETIC was engaged to review the previous project attempt and set out an implementation that would lead to a successful outcome.

Solution

psKINETIC utilised Appian as the core solution to manage the workflow as well as the automated and manual tasks performed by users. This was integrated to SAP, the core application holding asset and financial master data. DocuSign was utilised to remove the need for manual signing of documents during the process.

psKINETIC approached the project in three main parts:

- A scoping and planning phase to define the functional use cases, architecture, and data model. Specific technical PoC were implemented to support design decisions. During this phase go-live and business deployment options were evaluated.
- A distributed agile implementation with teams based remotely in the UK and India. As part of this a working solution was made available to business users early on to get feedback and confidence.
- A flexible support model for business-as-usual operation. The client has in-house capability in a support team, whilst psKINETIC is acting as expert support, providing coaching to the client's support team.

Outcome

The solution went live on the planned go-live date delivering the following benefits:

- Significant reduction in the time to produce contract documents and signing leases. Previously this process would take weeks & months and now it's completed in hours.
- Removal of the need for re-keying between systems.
- Traceability of activities performed on a lease.
- Systematic processes ensuring compliance.
- Audit trail of automated and manual tasks performed.

psKINETIC is a leading provider of Intelligent Automation Solutions for Financial Services.

Our focus is on delivering outcomes and financial return for clients at pace. We don't believe in 'just rip out and replace' – it is too risky and too costly – with our Intelligent Glue we help clients connect and enhance existing systems and processes. Our experienced professionals master a range of automation technologies and we support customers through the full cycle of Design, Build, Run & Optimise.

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