

Accenture Credit Services

Lease Administration

High performance. Delivered.


accenture

Strategy | Consulting | Digital | Technology | Operations

Lease Administration Challenges

Accenture identified four critical issues driving demand for well-managed lease administration function:

- **Data Management:** many companies struggle with data accuracy and consistency resulting in lack of critical real-time information to produce meaningful portfolio analysis and make effective strategic decisions.
- **Operational Excellence:** manual, redundant and disjointed processes result in low lease data accuracy and cause executives to constantly question the quality of reporting and operating results.
- **Talent Acquisition and Retention:** due to cost constraints or the inability to hire and retain qualified skilled resources in lease administration, companies are limited to address scalability for their growing portfolios.
- **Cost Management:** continuous pressure on real estate executives to cut costs, effectively deliver lease administration services and focus on audits to recover erroneous billing.

End-to-End Lease Administration Services

Accenture provides a wide range of lease administration services, from process reengineering to back office processing to assist companies with operating a world-class lease administration function.

- Lease data audit and augmentation
- Lease documents scanning, bookmarking and management
- Lease abstraction, database set-up and ongoing maintenance
- Rent roll monthly billing, cash application and monthly accruals
- Recoveries set-up and year-end reconciliation/billing
- Account analysis, inquiries/disputes resolution and collections
- System conversion and data migration support

Delivered with Excellence

Leveraging our client centric global service delivery model, Accenture's specialists collaborate closely on exceeding client expectations:

- 12+ years of commercial real estate experience
- 300+ lease administration specialists with an average tenure of 3+ years
- Comprehensive understanding of commercial real estate portfolio management, end-to-end lease administration processes and major lease administration/property accounting systems
- Access to regional market knowledge and language capabilities to support clients operating globally (40+ languages across all property types)
- Utilizing a Six Sigma methodology in our "3-level review model" improves the accuracy of our client's lease data and reporting

High performance delivered

- Highly skilled team of lease administrators at 40 percent lower cost
- Manage 125,000+ leases annually
- Abstract 5,000+ leases monthly
- 50 percent improvement in the service level (accuracy and speed) of lease data
- Discovered \$9.0M underbilling during CAM Audit for one of the leading US retail REIT
- Automated CAM Billing for approximately 900 properties with 15,000 leases within 3 months
- Built a dedicated team of 35 lease administrators with extensive knowledge of client's systems and processes within 1 month
- Onboarded a new portfolio of approximately 8,000 tenants within 3 months

Why Partner with Accenture?

With guidance from Accenture, our clients can reduce their lease administration cost, improve their NOI, and take advantage of high quality lease data to enable strategic decisions.

CHALLENGES

ACCENTURE SOLUTION

ACCENTURE RESULTS

Data Management

Accurate and real-time lease data enabling in-depth portfolio analysis and effective management decisions

- High Accuracy of 98% First Pass Yield
- Timeliness of 48 hours lease input turn-around time
- Consistency through established standard abstracting template with a glossary of key terms and definitions considering all property types and country requirements

Operational Excellence

Strategic partnership with industry experts driving continuous process improvement and transformation

- Efficiency driven by revamped processes based on industry leading practices
- Well-defined Standard Operating Procedures that reflect integration with all process stakeholders
- Infrastructure of workflow optimization and process management tools

Talent Acquisition and Retention

Strategic partnership with industry experts driving continuous process improvement and transformation.

- Scalability through highly skilled pool of lease administrators to achieve deliverable requirements, KPIs and SLAs
- Sustainable model built via seamless transition and delivery of processes from the highest value locations
- A single processing center driving consistency and quality in all areas and providing staffing redundancy to support employee absences and periods of turnover

Cost Management

Lease audits and reviews resulting in cost reduction or expense recovery

- Cost savings of >40% from both staffing model and scrutiny of billing

For more information on how
Accenture can help your
organization, please contact:

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About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 281,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$28.6 billion for the fiscal year ended Aug. 31, 2013. Its home page is www.accenture.com.

About Accenture Credit Services

Accenture Credit Services offers consulting, process reengineering, systems integration and management, and business process outsourcing services for residential mortgage, commercial real estate, leasing and automotive finance lenders and servicers looking to transform and industrialize their operations. The services are designed to bring significant customer service, efficiency, quality and profitability improvements to Accenture's clients' lending business. Accenture Credit Services serves more than 80 major lending institutions worldwide. Its home page is www.accenture.com/creditservices.com.