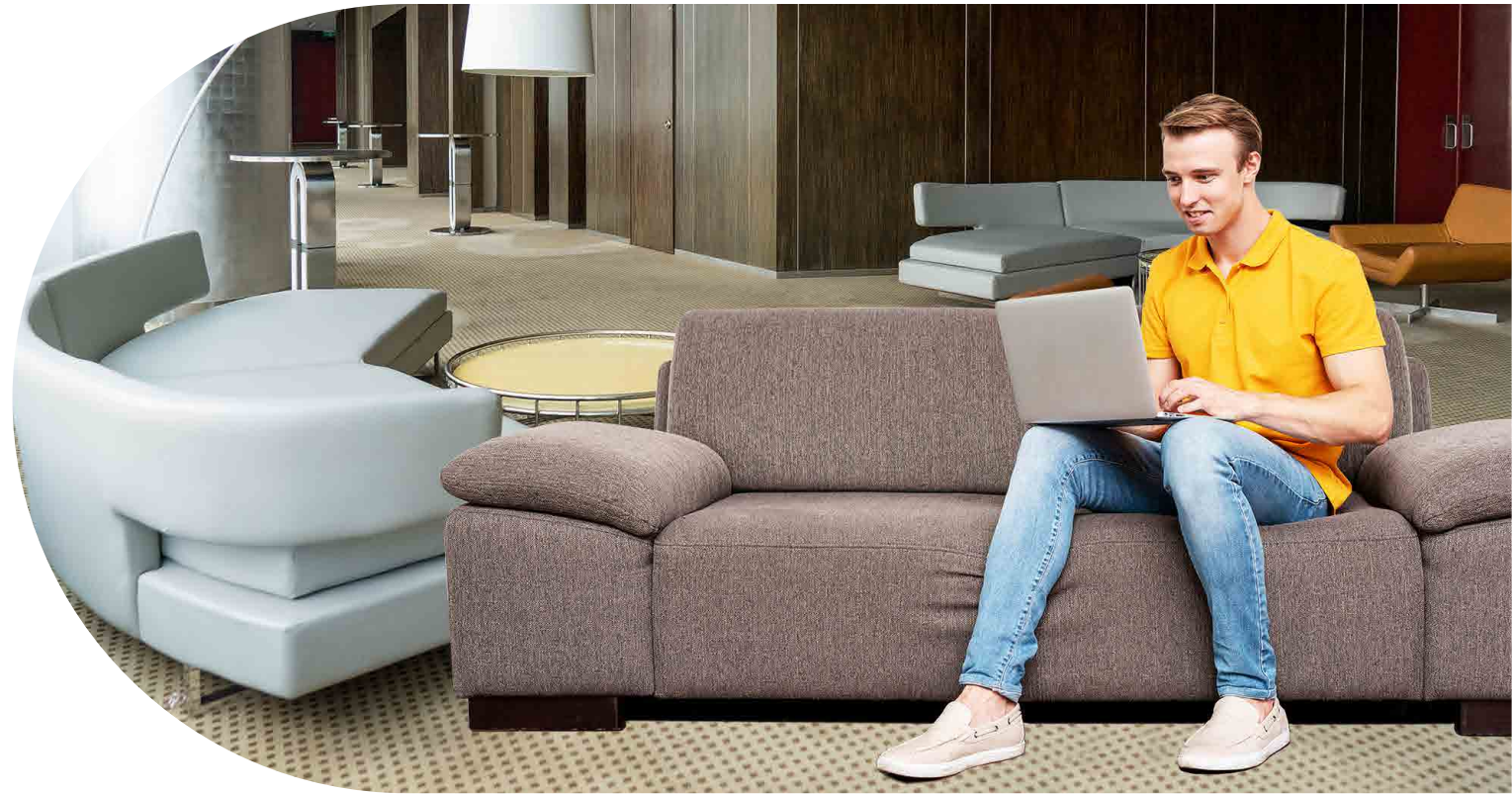


Elegant MicroWeb
Delivering the Value of Technology

Case Study

**Office Space Inventory & Broker Management Portal for
Global Leader of Work Space Solutions**



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Case Study

Office Space Inventory & Broker Management Portal for Global Leader of Work Space Solutions

The Client

This Client is based in the U.S. and is a world-wide leader in shared working office space and workspace solutions. It manages office space in the United States and has a large inventory of office space and manages its portfolio and customers through a huge network of brokers across the country and in 27+ other countries around the world. The Client provides office leasing for business owners with a full suite of services that provide guidance and support to help their clients to secure the perfect office space for their needs.

The Objective

The Client wished to create a portal that would provide a centralized platform to assist brokers in the process of property leasing and streamline new broker onboarding, as well as the process of managing brokers, receiving and processing requests, managing commissions; and providing training materials to help brokers simplify and manage the process of leasing properties to their customers.

The Solution

The Elegant MicroWeb team worked closely with the Client team to define requirements and design, develop and implement solutions for a seamless rollout of new features and functionality.

The Elegant MicroWeb team coordinated its project and support approach to:

- Involve and coordinate with stakeholders for requirements and process documentation
- Involve and coordinate with key users to understand their existing workflow and suggest improvements
- Involve and coordinate with Client team to automate every process and restructure report output
- Define and implement quality, User Acceptance Testing and support processes to accommodate upgrades and ongoing maintenance
- Develop and deploy an appropriate training program for users



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The scope of this project included:

- Requirement gathering and understanding
- System Requirement Study - SRS and Technical Documentation
- Restructuring existing workflow and processes
- Design and development of the complete system
- User Acceptance Testing
- Support & Maintenance
- Training

The solution includes:

- Cloud-based application development
- Branding, look n' feel configuration and settings
- Responsive interface with similar user experience across various devices, resolutions and platforms
- Role-based access rights and permission to access system
- Implementation of various business rules as per business requirements
- Integration with Salesforce

Core Portal Components

Portal Development:

- User roles and access rights management

- Document Management System with Administrator 'favorites' option to store generic documents and personal documents
- Ability for the brokers to approach admin for:
 - Lease Analysis
 - Referral submittal
 - Global access enrolment
 - Request for information
 - DNC request (Do not contact) submission
- Brokers can request administrative assistance for:
 - Email blast by providing a list
 - Marketing Book
 - Positioning Deck
 - Show Sheet
 - Business Cards
- Brokers/admin can submit a property or refer a broker to the admin
- Broker can request agreement or Invoice following deal closure
- Brokers can track earnings made till date and track payment status
- Training section with videos to provide relevant broker training
- List of helpful links and company directory to find assistance as needed



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The Technology

- Server: PHP Laravel Framework
- Database: MySQL
- Integration with: Salesforce
- Deployment: AWS Cloud Server

Elegant MicroWeb Role

The Elegant MicroWeb team provided support, knowledge and skill in the following areas and activities:

- Requirement understanding and documentation and roadmap planning in close consultation with all stakeholders
- Complex logic, calculations and workflow brainstorming and finalization process
- Technical feasibility
- Graphics, layout and User Experience Design
- Architecture, development, maintenance and support
- Continuous enhancement, upgrade and roll out
- Implementation, integration and support
- Training and support to IT team and business users

Conclusion

The Elegant MicroWeb team collaborated with this world-renowned Client and its team to understand and document requirements, workflows and processes and to design an appropriate database and architecture. The resulting solution supports the Client team and its brokers by streamlining and simplifying the broker onboarding process, providing training tools and opportunities for brokers, catering to broker requests and helping the Client and brokers to track space inventory, commissions and pay-outs, thereby improving productivity, accuracy of information and timely completion of activities related to inquiries, rentals, commissions, reporting and other crucial tasks.



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Contact Us

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