

Our client

Our customer is one of the largest residential lettings agent in Central London. With several branches in London and a number of overseas offices, our customer has a wide spread network of clients. Having set up the organisation over 50 years ago, they have a widespread exposure to Fortune 500 clients and are highly reputed in the capital city of London.

Business Challenge

The challenge was to support the clients expansion strategies by establishing SOP's, process driven workflow management and identifying business processes which can be outsourced, allowing the client's resources to focus on implementing core business strategies and increasing their market share without compromising on customer service levels.

About TBL - BPO

TBL-BPO is the outsourcing division of Technology Blueprint, who are market leaders in providing software solutions to the lettings industry for the last 15 years. Our Flagship product "Propco Enterprise" enjoys a huge market and is being used by the Country's Largest Letting agency.

With our wide experience in the lettings industry and expertise in technology, we are strategically in the best position to provide BPO consultancy and services and help our clients save time and money.

TBL-BPO Solution

A team of business analysts along with a dedicated account manager was setup to carry out a knowledge transition with the objective of

- Identifying key business processes that aid core business strategies
- Establish Standard Operating Procedures and processes documentation
- Establishing Controls for the client to manage / measure the performance of the outsourced process

Leveraging our wide experience of the letting industry and technology expertise, the whole transition was done off-site, saving considerable costs and time for the client. The turn around time from identifying the process to operating the process was considerably less, since the transition project team performed the implementation, reducing time on training efforts.

What we accomplished

- In less than a year, we have outsourced several Client Accounting processes and have consistently achieved/exceeded the process benchmarks set by the client
- The Client has managed to increase his customer service levels and focus his resources on implementing core business strategies.
- By providing a dedicated team, we have added minimalistic cost to his expansion strategies, since staff are provided at a fraction of the cost

Client Feedback

The BPO division of TBL has been a life saver for me. Not only have I been able to cut costs, at the same time I have increased efficiencies and service to our clients. The team are well educated, hard working and diligent. There is open communication and the whole process is managed extremely well from start to finish. I will certainly be looking to expand my use of this division.