



FIND YOUR GROWTH PARTNER

# Customer Success Story with **Revelop**

OPTIMISING PROPERTY MANAGEMENT PROCESSES WITH SALESFORCE



OITC: CUSTOMER SUCCESS STORY

# Company Bio

From local to renowned nationwide success, Revelop has built an active property portfolio in a highly competitive industry through passion, innovation, and perseverance. With one of the fastest-growing portfolios in the retail, commercial, and residential sectors and 15 years of industry experience, Revelop has acquired over 80+ individual properties and manages 1800+ tenants across their portfolio.

## Salesforce Products / OITC Services

Sales Cloud Implementation

Conga Contracts

# Objectives

Revelop, dedicated to excellence and innovation, set out to address two key challenges:

1. They required a robust system to manage leads, pipelines, and inventory efficiently and a streamlined process to track vacant commercial properties and simplify leasing.
2. Their existing method of managing contract negotiations was disorganised and error-prone. They aimed to establish an easily audited system to enhance the efficiency and accuracy of contract negotiations.





## Challenges

Before partnering with OITC, Revelop struggled with manually managing leads, pipelines, and inventory using spreadsheets.

Additionally, their contract negotiation processes were inefficient and resulted in data accuracy issues, with multiple users updating a single document, leading to data overwrites or document lockouts.

## Solution

OITC worked collaboratively with Revelop to implement Salesforce Sales Cloud and Conga Contracts. The solution included:

- **Sales Cloud Implementation:** Salesforce Sales Cloud was customised to meet Revelop's specific needs. A combination of standard and custom objects effectively managed leads, pipelines, and inventory. Custom objects, such as Shops and Centres, were created to track the status of individual shops within each commercial centre, indicating vacancy or lease status.
- **Conga Contracts Integration:** Conga Contracts was seamlessly integrated into the Salesforce environment to streamline contract negotiation processes. Automations were configured to facilitate efficient progression through each stage of the negotiation process, reducing manual effort and enhancing accuracy.



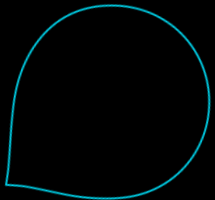
## Results

- **Improved efficiency** with streamlined processes saves time and boosts productivity to deliver results faster.
- **Enhanced accuracy** with dependable information, helping them to make informed decisions.
- **Auditable contract management**, Conga Contracts boosts transparency and compliance.

## Quote

"Working with OITC as our implementation partner has been an incredibly seamless and straightforward experience.

Before partnering with OITC, we struggled with manual processes and double handling in managing our leads, pipelines, and contracts. OITC seamlessly integrated Salesforce Sales Cloud and Conga Contracts into our operations, making lead and inventory management much easier and streamlining our contract negotiations. This transformation has significantly boosted our productivity and accuracy. Now, we can focus on what truly matters—growth and innovation. OITC's expertise, support, and collaborative approach have revolutionised our property management processes."



# FIND YOUR **GROWTH** PARTNER

CONTACT US WITH ANY AND ALL QUESTIONS, QUERIES  
OR DREAMS YOU MIGHT HAVE.



**MM+ Implementation Partner  
of the Year ANZ**



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