



# A Property Management Company Chose Exigo Tech to Automate their Audit Processes

Exigo Tech created a technology enabled infrastructure for the property management company which helped them deliver value to their customers.

## A Property Management Company Streamlined their Business Processes with Customised Solutions from Exigo Tech

Our Customer is the largest provider of property information, analytics and property-related risk management services in Australia and New Zealand. With a database of more than 4 billion property decision points and the ability to turn mountains of data into valuable insights, our customer helps individuals and businesses make informed decisions.

Our customer had an internal process for survey and quality assurance which ensured that customers were getting the best out of the organisation and its people. But it was a long-drawn process which required many man-hours for checks and forms that could not be customised. Moreover, their internal database was on a legacy system which could not provide quick data analytics. With a team growing globally, our customer needed to optimise their business tools and become more agile and efficient for their customers.

### The Business Need

1. Legacy Access based system upgrade
2. Editable survey forms
3. Better team hand-holding
4. Enhance customer relations

### The Solution

Exigo Tech stepped in to help the customer streamline their quality assurance process after a study of the current process and internal systems. An online open source survey tool was suggested with customisations to improve the quality assurance process. With this tool, the team could edit questionnaires as per their need and send it as per their requirement. Manual work done by the team was drastically reduced freeing up time for more important business processes. Migration of the legacy Access based system to a web-based system helped manage their audit process and in turn helped the quality assurance and provided better analytics. The system proved to be very effective for its users as they could directly feed audit related data without the auditors needing to fill in the data into the system.

With custom solutions from Exigo Tech, our customer saved on costs due to the use of open source technology and improved its business process.



Quality Assurance



Customisation



Online Survey



Migration



Audit Management

### Technology Used



### Business Benefits

With the new solution, our customer continues to help identify and manage growth opportunities, improve performance and mitigate risk for its customers. Audit management is now a breeze along with new audit executions.

01 Cost savings

02 Customised survey

03 Effective audits

04 Internal process streamlined

05 Time savings



**EXIGOTECH**  
TECHNOLOGY MADE SIMPLE

**Collaborate with us to accelerate your business growth!**

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