

CASE STUDY:

US-based Commercial Real Estate Giant Transforms Back-office to Achieve **\$4M+ Annual Savings**



Enabling Transformation

www.qxglobalgroup.com

ABOUT THE CLIENT

The client is one of the largest commercial real estate developers in the United States, with a presence in 38 states. They specialize in managing, owning, and consulting on a diverse portfolio.

100K+
BEDS

89K+
UNITS

KEY PORTFOLIO

- › Student Housing
- › Multifamily
- › Affordable Housing
- › Military Housing
- › BTR
- › Development & Construction

STREAMS IN SCOPE

- › Property Accounting
- › Corporate Accounting
- › Data Analysis
- › Payroll
- › HRO
- › Financial Planning & Analysis
- › Lease Audit
- › Marketing
- › Help Desk Services

TECH STACK

entrata

YARDI

Adaptive

workday

REALPAGE
OUTPERFORM

QX TEAM

Grown from **5 to 90+ members** in a span of 18 months – delivering top-notch services from centers in India & Mexico

SUCCESS FACTORS



FLEXIBLE TEAM SETUP

Dedicated team of skilled accountants capable of adapting to the client's growth needs



ROBUST SLA TRACKING SYSTEMS

Successfully tackled the complexity of setting SLAs for a large portfolio by implementing a rigorous system – one that features manager-maintained, client-approved checklists, ensuring precise adherence to SLAs



CENTRALIZED OPERATIONS

Streamlined back-office functions by consolidating various departments into a single, efficient structure



PARTNERSHIP APPROACH

Demonstrated flexibility by taking on additional responsibilities and supporting the client's evolving needs



SEAMLESS TRANSITION

Smooth transitions to the outsourced model with zero disruptions





BUSINESS OBJECTIVES

Build a flexible, cost-efficient team of back-office professionals capable of keeping up with the client's growth

Revamp back-office operations by consolidating different departments from various sites & locations to a centralized structure

Ensure a seamless transition to outsourced model



HOW QX HELPED

- › Set up a dedicated team of 5 skilled accountants in the first phase of the partnership.
- › Over the next 18 months, the client leveraged QX's global talent pool to continually outsource key accounting tasks.
- › The 90+ member team continues to support the client on planned, as well as ad-hoc projects.

- › Worked with the client to consolidate operations, delivering high-quality Accounting, HRO, Payroll, and other support services under one umbrella.
- › The client also leveraged our nearshore abilities to carry out property accounting from Mexico.

- › The QX team worked closely with the client to ensure smooth and methodical transitions, set up a dedicated training team for new hires and placed backups for all portfolios to ensure scalability & uninterrupted operations.

\$4M+

Annual cost savings
delivered to client

BENEFITS DELIVERED

**100% Remote
Transitions**

to ensure seamless
service delivery

95%+ SLAs

Achieved, exceeding clients' expectations
of delivering to ambitious targets

From 5 to 90+

Growth in team size over
a period of 18 months

**25% QoQ
Client Growth**

Navigated successfully by scaling
back-office operational capabilities



FUTURE ROADMAP

The client is on a fast growth trajectory, with a strong focus on automation. Partnering closely, QX will help elevate their operational efficiency and standardize back-office processes, harnessing the latest advancements in automation and technology.



Enabling Transformation

www.qxglobalgroup.com | +1 862 946 6565