CASE STUDY:

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

QX GLOBAL GROUP

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 · Power BI · workday · Gemini · REALPAGE OUTPERFORM

QX TEAM

Grown from 5 to 100+ 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

CENTRALIZED OPERATIONS

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

SEAMLESS TRANSITION

Smooth transitions to the outsourced model with zero disruptions

PARTNERSHIP APPROACH

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

BUSINESS OBJECTIVES	HOW QX HELPED
Build a flexible, cost-efficient team of back-office professionals capable of keeping up with the client's growth	› 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 100+ member team continues to support the client on planned, as well as ad-hoc projects.
Revamp back-office operations by consolidating different departments from various sites & locations to a centralized structure	› 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.
Ensure a seamless transition to outsourced model	› 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

97%+ SLAs

Achieved, exceeding clients' expectations of delivering to ambitious targets

BENEFITS DELIVERED

From 5 to 100+

Growth in team size over a period of 18 months

100% Payroll Accuracy

Delivered consistently despite high-volume processing

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.

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www.qxglobalgroup.com | + 1 862 946 6565