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Body Corporate Services becomes truly service-oriented

Body Corporate Services (BCS), Australia's largest body corporate strata-management company, needed to reorganise their business processes so highly-skilled strata managers could focus on core activities. IC Consulting implemented a web portal solution that made strata managers more efficient and freed up their time to generate business growth.

Stopping the brain drain

BCS identified the need to improve their business processes in order to achieve strong future growth over the next few years which would depend upon the availability of highly skilled strata managers.

To address this need, IC Consulting recommended a web portal for its ability to consolidate business processes into a single interface and improve staff productivity.

The aim of the portal would be to free up the strata managers, who spent 60% of their time chasing contractors, to concentrate on those core activities delivering business growth.

Another key concern for BCS was the loss of knowledge when strata managers left the organisation. The web portal would capture their experience and portfolio, allowing their expertise to be formalised into processes and disseminated to the rest of the organisation, providing guidance on best practice for all staff.

Ambition delivered

IC Consulting and BCS worked in partnership with IBM to deliver one of the most ambitious web portal projects in Australia.

The portal provides a single-point access to online information and workflows for all staff and provides the following benefits:

- freeing up strata managers' time to grow the business
- extending best practice to the entire organisation
- increasing staff effectiveness with an online dashboard for managing properties

- improving customer service through a job request queue
- ensuring continuity of service by integrating legacy applications with web services
- reducing time and effort in locating documents.

Agile mind, agile body

Business stakeholders were included in prioritisation of work from the beginning of the project, so they had more realistic expectations of, and control over, project deliverables. An agile, iterative approach to development and the close involvement of business stakeholders in decision making helped business owners refine requirements as understanding of the problem grew. This improved stakeholder buy-in and helped deliver a superior solution within reduced time-frames.

If you'd like to see how IC Consulting can help your business use web portal technology, contact:

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