

## Fee Forecast Application

### The Challenge

- Lambert Smith Hampton (LSH) commercial property consultants offer a full range of commercial property services and advice to both the private and public sectors.
- The Planning Development and Regeneration Division at Lambert Smith Hampton consist of 50 staff across 27 UK and Ireland offices. This means a nationwide service.
- The forecast data was maintained in the spreadsheets by the Surveyors /divisional head and sent across in emails for the update
- Surveyors forecast their work and communicate to their Divisional head in spreadsheets
- Divisional heads forecast their work and communicate to their corporate head in spreadsheets
- Divisional head also ensure the data coming from the individual surveyors are accurate, and that is received on time and is submitted in a suitable format.
- Office wise/Division wise/region wise/ forecast sheets was maintained to shield the users from seeing the data which they are not supposed to see
- Many macros were written and lots of formulas at individual cell level were written. Users delete the formula by accident when they update the data which creates lot of issues.
- Some Divisional/regional business user needed to create a spreadsheet with complex analytical formulae and data sorting; ranking and filtering they seek support from IT consultants or experts to develop critical ad-hoc reports and analysis.

### The Solution

#### Unified View

- Fee forecast application provides Surveyors/ Divisional heads/Corporate executives, with clear, concise information and ensures complete insight into all enterprise data by integrating spreadsheets and enterprise systems into a single, unified view.

#### Performance Measured

- Corporate executives were able to measure the performance of surveyors and divisional heads themselves at anytime without asking them to send the data. This helps in true corporate performance management
- Divisional heads were able to track the actuals against the forecast and adjust the data where needed

#### IT Independent Solution

- The application was very easy to use and corporate users/divisional users can generate reports on their own and they don't seek any help from the IT so IT can work on critical technical issues rather than generating reports

### **Solution was delivered in weeks**

- The implementation cycle was very short and the solution was delivered in weeks with complete project life cycle.

### **Better forecasting**

- Forecasting and planning is conducted by taking existing data sets, applying theoretical projections and estimations to that information, to model and predict future outcomes.

### **Browser based Solution**

- Rapid deployment using browser-based interface that is accessible from anywhere and there is no need for any desktop installations

## **Results**

### **Increased productivity**

- Divisional heads/Corporate heads doesn't spend any time in collating the information from spreadsheets which resulted in increased productivity

### **Slice and Dice the Data**

- Users were able to the slice the dice the data, filter the data, sort the data using easy-to-use functionality and an intuitive reporting and analytical environment

### **Leverage the existing Hardware/Software**

- Fee forecast application shares the same hardware and software the client already uses and hence there was no cost involved in terms of setting up the platform

### **Improve data security:**

- By accessing Fee forecast application through a single portal, via a password protected BI environment, data security is effectively managed. Data access is restricted by segmenting users according to predefined groups (Surveyors/divisional users/corporate users)

## Valuation Application

### The Challenge

- Lambert Smith Hampton (LSH) commercial property consultants offer a full range of commercial property services and advice to both the private and public sectors.
- Commercial property Valuation services at Lambert Smith Hampton (LSH) are delivered to clients, anywhere across the UK and Ireland, by their national team of Valuers. LSH provides Valuation experience in Retail, Office, Industrial and Development Land, as well as in many specialist sectors, including Care and Healthcare, Leisure and Hospitality, Motor Trade and Roadside.
- LSH's property Valuation services are provided to all major lending institutions, companies, property and pension funds, central and local government, as well as private individuals, charities and educational establishments.
- The valuation data was maintained in the spreadsheets by the valuers and sent across in emails for the update
- Office specific valuation sheets was maintained at office levels
- Valuation jobs which are completed/deleted are removed from the spreadsheet to maintain the spreadsheet simpler
- Multiple valuers couldn't update the sheet at the same time.
- Traceability was a cumbersome exercise
- Regional head has to consolidate the data every time when reports needs to be generated

### The Solution

#### Centralised information

- All valuers data were centralised regardless of their location. All the completed/deleted jobs were maintained as the history for better traceability

#### Office Level restrictions

- Users were given access based on their office location and they can see data only to their office and no one else data. The regional head was able to see all the offices data under his region

#### Single point of access to information

- Users can prepare reports and drill deep down into the information (using the Oneview Grids) to understand the details without technical knowledge of the underlying data structures.

### **Easy Integration with the core application**

- Valuation application was able to pull data from the core LSH Applications by means there is no need to reenter the data and no synchronization issues

## **Results**

### **Eliminate delays**

- Multiple valuers can enter the data in parallel since only the record they work will get locked during update and not the whole application.

### **Managers make decisions quickly**

- Managers have access to the real time data and with all cumulative figures and reports. They don't waste any time in doing the consolidation and hence they can take the decision quickly

### **Improve operational efficiency**

- A significant, added benefit to real-time data access is that data became much cleaner. By reviewing the data themselves, valuers were able to spot errors, and help improve the quality of the information in the valuation application.

## Property Portals

### The Challenge

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- The property details are maintained in the core system and access to this by the end customers are not easy always.
- End customer's representatives might not be technical enough to navigate through the core system
- It is a challenge to get all the details of the property in single click

### The Solution

#### **Integrate with many internal systems**

- Property portal application integrates and extracts information from several LSH internal systems and provides a consolidated single view. Customers wouldn't be able to access the LSH's individual system otherwise

#### **Validates Source Data**

- The source data were validated and any anomalies were reported back for correction. No data correction were allowed in the Property portal for data integrity which enable only the core application to maintain the data

#### **Kept as Simple and Short**

- Throughout the application the data and report were kept simple and short. This helps the customers to use the system more frequently than bombarding them with lots of graphs and report which they never access

#### **Maps of properties with RAG Status**

- RAG status provided in the map. So the map list all the properties belongs to the customer and the action to take on the RAG statuses. At any point of time customers can see their properties (Aerial/street view) and the pictures of their properties in a single click

### **Property Bible**

- Customers were provided access to their property bibles. At a single click they get a PDF report with all the details of the property (lease information, property details, pictures...etc)

### **Cash Flow Information**

- Customers can see their cash flow information and do their projections for 10/25 years

## **Results**

### **Customers kept up-to-date**

- Customers were kept up to date on their property information. Customers themselves can get whatever the information they need without depending on a LSH contact to provide them the details

### **Scalability**

- The Oneview platform provided the exceptional user scalability which helps in supporting advanced reporting and analysis.

### **Helps improving customer support**

- Property portal application helps LSH to improve customer support and service with enhanced reports. The information translated by these reports enables business users meeting their customer needs more accurately and quickly.