



CASE STUDY

Transforming Inspections: JLL's Success Story with Property Inspect

Executive Summary

The strategic partnership leverages cutting-edge software to streamline operations and enhance accuracy in reporting, marking a significant advancement in JLL's real estate services.

Explore the journey of Jones Lang LaSalle (JLL), a global real estate services leader, as they partnered with Property Inspect to revolutionise their inspection processes. This comprehensive case study unveils JLL's objectives, challenges, and remarkable achievements attained through their collaboration with Property Inspect.

This partnership not only sets a benchmark for the industry but also highlights the potential for technological advancements that help to facilitate significant improvements in global real estate operations.

Background

The UK JLL Agency team, renowned for its excellence in real estate services, conducts over 6,000 inspections annually across four agency teams, including Lease Advisory, Rateable Value, Letting/Acquisition, and Agency Industrial Logistics. However, the way that inspections are traditionally conducted in organisations of JLL's size can be time-consuming and siloed, leading to a breakdown in efficiency.

Now, with a focus on simplifying operations, speeding up inspections and improving the accuracy of reporting, JLL looks to standardise its use of turnkey software solutions like Property Inspect, helping the organisation foster seamless collaboration across several teams and stakeholders.

Customer Profile

Company: Jones Lang LaSalle (JLL)
Industry: Real Estate Services
Annual Inspections: 5000-6000 p.a
Users: Spanning 4 UK agency teams encompassing:

- Lease Advisory Team
- Rateable Value Team
- Letting/Acquisition Team
- Agency Industrial Logistics

The Challenge

Facing significant hurdles from fragmented software systems and inefficient processes, JLL embarked on a meticulous decision-making process, evaluating a range of solutions before selecting Property Inspect for its proven track record of service quality, customisable features, and scalability.

6000+
inspections p.a

JLL sought to standardise software across departments while enhancing inspection efficiency, accuracy, and collaboration. Their goals encompassed:

Objectives

- ▶ Standardising software across departments for streamlined operations.
- ▶ Enhancing inspection efficiency and accuracy.
- ▶ Fostering seamless collaboration among agency teams.
- ▶ Ensuring scalability to accommodate future growth.
- ▶ Simplifying data collection and reporting processes.

Solution

- ▶ Customisable features tailored to departmental needs
- ▶ Improved data collection and reporting workflows
- ▶ Enhanced inspection efficiency and accuracy.
- ▶ Improved workflows and integration with Kato
- ▶ Scalability to support JLL's future growth and expansion efforts.

Outcome

Property Inspect promptly addressed JLL's needs, including geo-location tools and AI requirements as well as a bespoke integration and a tailored solutions, such as a unified software platform, enhanced collaboration features, and intuitive interfaces for simplified data collection and reporting processes. This partnership has already yielded significant outcomes for JLL, including improved operational efficiency and enhanced collaboration across their agency teams.

The collaboration between JLL and Property Inspect underscores the importance of innovation and partnership in driving operational excellence and raising standards in the industry. As both organisations look towards the future, they remain committed to exploring avenues for further collaboration and expansion into new markets.

"Property Inspect has been pivotal in our journey at JLL. What stands out is the collaborative approach—we're not just requesting features, but working together to explore and implement them. This two-way interaction has been incredibly beneficial. Property Inspect's flexibility allowed us to adapt and customise the platform to suit our commercial property needs perfectly. Their willingness to innovate and understand our specific requirements has added tremendous value."

— Julian Sandbach, Head of Central Office Markets, JLL



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