

Client Success Story - Colliers International



Alianz increases Colliers' CRM user adoption by over **79%**, and provides near real-time financial and operational performance metrics to executives.

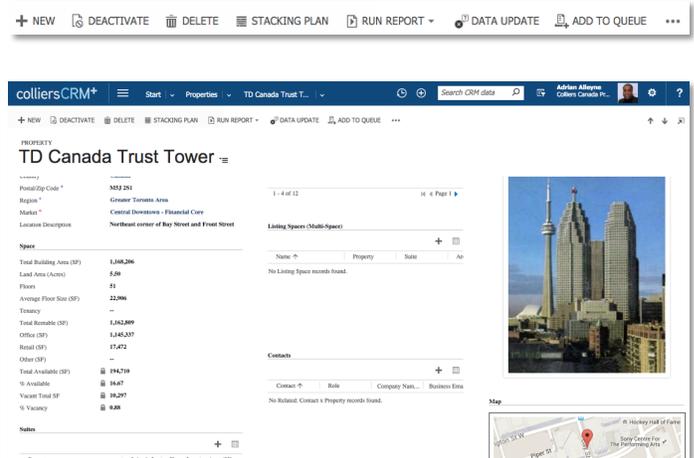
The Challenge

Use of a legacy CRM on-premise system, saddled with browser and **platform restrictions**, resulted in an inability to provide vital mobile and tablet support. Along with an **absence of real-time executive reports** on regional revenue, capacity, and scalability, a wasteful variety of **disparate business processes** were being used across the organization to achieve the same ultimate goal. A solution was required that supported differences between **Canadian and USA data and processes**, as all of these problems were causing an unacceptably **low rate of user adoption**.

Additionally, brokers were found to be working as independent entities within offices - without sharing information, and displaying **limited trust** in the quality of the data they had access to.

Another task before us was the migration of a large amount of **on-premise data** to an online cloud platform, handling up to 1,000 users possessing **different permissions and security roles**, and dealing with dated legacy custom apps with **poor Ux**.

Lastly, lack of detailed live-system usage reporting, and ensuring compliance with the Canadian Anti-Spam Legislation (**CASL**), were just a few of the many tasks before us.



Our Solution - people | process

1. Discovery

The initial phase of the project included our branded analysis **process**, consisting of:

- C-Level requirements and feature-set prioritization:
 - ★ increase usability
 - ★ Real-time analytics/reporting
 - ★ Leverage legacy data
 - ★ Future-proofing
- Conducting an organization-wide workflow analysis to optimize and unify processes
- Carrying out usability studies across all user roles and regions
- CASL analysis

Property Fact Sheet
TD Centre - Toronto Dominion Bank Tower | Toronto
OWNER/ASSET MANAGER: Ontario Teachers Pension Plan Board, Toronto Dominion Centre
LEASEHOLD: Limited
PREPARED FOR: Fiona Glenton | PREPARED BY: Adrian Alleyne | PREPARED ON: Mar 03, 2015

Property Information

Building Class	AAA
Property Type	Office
Building Size	1,378,960 SF
Average Floor Plate	25,072 SF
Total # of floors	56
Monthly Rate - Reserved	631.00
Monthly Parking Rate - Unreserved	414.00
Parking Rate	
Year Built/Year Renovated	1967 / 2013
Total Available Area	
Total % Available	

Building Expenses

Operating Costs	
Realty Tax	
Other Costs	
Total Expenses	\$31.00

66 Wellington Street West | Toronto, ON
Location: North side of Wellington Street, west of Bay Street

Floor	Suite	Available Area	Minimum Divisible	Maximum Contiguous	Net Rate (PSF/m)	Gross Rate (PSF/m)	Listing Type	Occupancy Date
37	3700	26,340 SF			\$34.00	\$65.00	Lease	Sep 01, 2010

LISTING COMMENTS: Base building

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2. Design & Development

People

For 12 months, an embedded Allianz Business Transformation team worked with Colliers' senior management, utilizing a cross-section of users and internal development/IT teams.

Solution:

- Branded UX designed for simplicity, elegance and consistency across CRM, BI and Web Applications, while remaining compatible with future upgrades
- Custom .NET industry **Stacking Plan** and **Power Search** apps
- Business Intelligence dashboard and charts for C-level, paired with high quality, client-ready reports
- Microsoft Technology stack:
 - ★ Dynamics CRM2015/16 Online
 - ★ SharePoint Online
 - ★ Azure (Data Warehouse, VMs)
 - ★ Business Intelligence – Power BI
 - ★ .NET Web Applications
 - ★ SCRIBE Online
 - ★ Reporting (SSRS)
 - ★ Office 365

Colliers - Power Search

SEARCH

Lease Comp: [Dropdown]

Primary Search

Total Area (SF): Min 5000, Max 10000

Form Date: [Dropdown]

From: [Dropdown]

To: [Dropdown]

Property/Suite Type: [Dropdown]

Market: [Dropdown]

City: [Dropdown]

Class: [Dropdown]

Street #: [Dropdown]

Street Name: [Dropdown]

Clear Height Min: [Dropdown]

Clear Height Max: [Dropdown]

Additional Location/Details

Lease Transactions/Details

Tenant Details

Property Details

Showing 1 to 191 of 191 entries

Lease Transaction Name	Property Name	Suite #	Street #	Street	City	Area (SF)	Average Annual Rent/(\$/sq ft)	Tenants
HSBC Building	HSBC Building	11	885	George Street West	Vancouver	6,106	17	Dejira Media Technologies, Inc.
King George Group Building	King George Group Building	1	905	Pender Street West	Vancouver	4,117	47.1	Randstad Canada
HSBC Building	HSBC Building	1219	685	George Street West	Vancouver	2,363	29.96	Prudential Financial Corporation
Autobank	Autobank	305	580	Hornby Street	Vancouver	1,888	23.7	Interactive Search Clinic Corp.

3. Managed Services

Post-launch Managed Services engagement:

- Smaller, ongoing team of specialists, working with Colliers on the continuous improvement and support of the CRM+ application. This includes upgrades to the latest CRM Online version, and addition of 3rd party modules.

Results – performance

Today

The Colliers CRM+ applications and mobile app stand as the core of their commercial real estate business across Canada and various regions within the USA. The application, housing all contacts, companies, commercial properties, listings, as well as lease and sale transactions, is now used by brokers, executives, researchers, coordinators, and support staff totalling over 1,000 active users.

In unifying processes across all regions, Colliers can now boast of having the industry's leading office and industrial database of properties, listings, and transactions in CRM+.

Performance

- Six months after launch, average daily usage across the country is up **79%** from the previous low
- Average initial page load times have dropped from approx. 30 secs to 7.9 (**74% improvement**)
- Average subsequent page load times have dropped from approx. 12 secs to 2.8 (**77% improvement**)
- Colliers BI application, provides senior executives with an accurate and current view of the financial and operational performance of the company.

Looking into the future

Following the successful deployment of CRM+ across Canada and parts of the USA, Colliers is now look at the possibility of launching it as their global CRM solution, displacing outdated existing systems.

“CRM+ Mobile allows our brokers to now stay in touch as they meet with clients. This makes them so much more productive”

Neven Bradasevic, CRM Manager, Colliers Canada



About Colliers

An Allianz client since 2014, Colliers International in Canada is the #1 commercial real estate services company, whose offerings include: brokerage, valuation, consulting, real estate and project management, and project marketing and research. As such, Colliers Canada, and its more than 1,400 professionals, integrates the resources of real estate specialists across the country to accelerate the success of their clients with utmost efficiency.

In 2015 alone, Colliers Canada concluded more than 4,600 sale and lease transactions on behalf of investors and occupiers, totalling some US\$7.8 billion across Canada, and currently manages 39.8 million square feet of real estate space.

About Us

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About Alianz

We are a people-centred enterprise solutions agency with a passion for facilitating innovative change. Providing the right mix of enterprise level IT solutions, expertise consulting, and integrated services, we deliver unparalleled project execution for our clients. Transforming people, process, and performance.

With unmatched expertise in Microsoft Dynamics, Salesforce, Cloud Solutions, Business Transformations and Creative Solutions, our solutions for industry leaders and public enterprises in a wide variety of specific verticals enables us to find you a streamlined blueprint for company success.

