

Rough Order of Magnitude Estimate

Project			
Asset Commercial Property Reporting – Granger plc			
Request Date	31 st January 2024	ROM Date	12 February 2024
Background & Context			
<p>Grainger has successfully implemented the Lead-to-Lease process on Salesforce for their residential properties, but their commercial side is currently managed offline through manual out of system activities. With 170 commercial units and an expected 30 new units next year, the commercial leasing process faces challenges. The business case highlights challenges such as manual entry of tenant data, reliance on offline spreadsheets for reporting, the need for comprehensive insight into the leasing process, a lack of visibility into the pipeline, prolonged negotiations, and the absence of a centralized source of truth for data, payments and rent arrears.</p> <p>The objective is to implement the Lead-to-Lease process for commercial leases within Salesforce, realising similar benefits as has been successfully done on the residential side of the business – i.e. establish standardized processes, reduce manual effort, improve turnaround times and provide detailed reporting to identify and address bottlenecks in the process.</p>			
Summary of Proposed Changes			
<p>A summary of the proposed changes is:</p> <ol style="list-style-type: none">a. Develop a customized sales process within Salesforce for Lead, Opportunity and Contract (Tenancy) management of commercial leases. The new sales process should run in parallel with the existing residential Lead-to-Lease process without affecting the residential process in any way.b. Add custom fields to existing objects in Salesforce to accommodate commercial leasing data, including tenant details, unit statuses and lease terms.c. Implement functionality for managing the contract negotiation process in Salesforce with approval processes and history tracking for changes to key fields.d. Design Salesforce reports and dashboards to provide insight into the leasing pipeline, unit statuses, lease negotiations, turnaround time and success rates.			
Assumptions			
<ul style="list-style-type: none">• Grainger will be responsible for creating/modifying Qube integrations to ensure commercial property master data (e.g. blocks, buildings and units) are available in Salesforce if not already covered by existing integration(s).• Any new Qube integrations will be developed by the relevant Grainger team on the Grep platform which will use the standard Salesforce REST APIs.			

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Exclusions & Limitations

The following is not included in the cost of the services:

- Data clean-up or data migration
- Salesforce costs, license fees, subscriptions, or services
- Creation of agent portal allowing agents to view, submit and negotiate offers (this may be a future enhancement)
- Red-lining of changes between successive lease documents
- Automated generation of lease documents (e.g. via Conga and AdobeSign as per current residential Lead-to-Lease process)
- Development/enhancement of point-to-point integrations from Salesforce to other applications

References

- **Meeting between Grainger and Open Box software:**

Subject: Business Optimization | Asset Commercial Property Reporting - Working group & OpenBox kick off

Date and time: Wednesday, January 31, 2024

Estimated Cost & Effort	Estimated Duration
<p>Requirements Analysis & Sprint 0</p> <p>An Open Box Senior Business Analyst and Salesforce Technical Architect will be available on a Time & Materials (T&M) basis of £150 per hour.</p> <p>Estimated effort: 80 – 120 hours @ £150/hour</p> <p>Cost: £12 000 - £18 000 (excluding VAT)</p>	4 – 5 weeks
<p>Delivery Sprints</p> <p>An Open Box agile delivery team will iteratively deliver the user stories at a cost of £18 900 per sprint. The team will be staffed to include the following skillsets as required:</p> <p>Salesforce Technical Architect Business Analyst Developers Quality Assurer Project Manager</p> <p>Estimated effort: 2-3 sprints</p> <p>Cost: £37 800 - £56 700 (excluding VAT)</p>	6-9 weeks

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UAT An Open Box agile delivery team will be available to review UAT feedback and fix bugs reported during the testing. Estimated effort: 40 hours Cost: £3150 (excluding VAT)	2 weeks
Production Deployment & Post Go-Live Support An Open Box agile delivery team will be responsible for deploying to production and being available to fix any post go-live issues. Estimated effort: 20 hours Cost: £1600 (excluding VAT)	2 weeks

Total estimated duration is therefore 14-18 weeks

Total estimated cost is therefore £54 550 - £79 450

Terms and Conditions:

1. This is not a quote but an indication of cost. The estimates and proposed changes in this document have been made prior to any detailed analysis and are subject to change on further analysis. The final estimated cost and timeline will be delivered on completion of the project's analysis phase. Regular updates regarding any significant changes in cost or scope will be delivered to Grainger plc as and when they occur.
2. Cost estimates are based on billing rates as at the ROM date, which are subject to change.