SVOT Release 1 PROD Data Migration Report

Version 1 | 31/05/2025

Grainger PLC
Single View of Tenancy

Contents

1. SUMMARY

As part of the Single View of Tenancy (SVOT) project, we need to create new Tenancy records in Salesforce matching all active tenancies in Qube on a one-to-one basis. The details are described in user stories attached to the CJR-393 SVOT - Keep Tenancies Updated & Synced with Qube JIRA epic, specifically the user stories stories below:

- CJR-47 Data Migration - Create Tenancy for all Current Residential Tenancies
- CJR-516 Data Migration - Tenancy Contact Roles
- CJR-174 Data Migration: Link Parking & Decant Tenancies to Live Unit Tenancy

This document describes the process followed for the migration performed with source data from Qube PROD as below:

- Tenant data:
  https://graingerplc.sharepoint.com/:x:/r/sites/BusinessOptimisation/_layouts/15/Doc.aspx?sourcedoc=%7B8C153A5F-7B4F-4662-A819-64EDA4C470A5%7D&file=SVOT-%20Tenant%20and%20Unit%20Data%20%20290525.xlsx&action=default&mobileredirect=true
  ("Grainger Tenants-PROD 290525.xlsx") (Active tenants from Qube PROD as of 29th April 2025)

The migration was executed against the Grainger Production Environment and completed on 31st May 2025.

2. TENANCIES INSERT

2.1 MIGRATION STRATEGY

For every active tenancy in Qube, create a Tenancy record in Salesforce (Contract record with Record Type = "Residential Tenancy". There should be one and only one tenancy per unit in Salesforce. Historical tenancies that have ended are not migrated from Qube to Salesforce.

The logic is shown in Figure 2 below.

2.2 SOURCE DATA

- **Source**: https://graingerplc.sharepoint.com/:x:/r/sites/BusinessOptimisation/_layouts/15/Doc.aspx?sourcedoc=%7B8C153A5F-7B4F-4662-A819-64EDA4C470A5%7D&file=SVOT-%20Tenant%20and%20Unit%20Data%20%20290525.xlsx&action=default&mobileredirect=true ("Grainger Tenants-PROD 290525.xlsx") (Active tenants from Qube Prod as of 29th April 2025)

- **Initial Count**: 144,623 rows

- **Step**: Filter out multi-tenant entries by checking the "Con Tran" value.
    - **Rows Discarded**: 97,727 (Multi-Tenant)
    - **Retained**: 46896 (Sharer)

- **Step**: Filter out rows marked **exclude**.
    - **Rows Discarded**: 19,085
    - **Retained:** 27811: (Include)

- **Step**: exclude records that have been replaced by a future tenancy.
    - **Rows Discarded**: 11 (replaced by future tenancy)
    - **Retained:** 27800: (Include)

2.3 PRE-PROCESSING AND DEDUPLICATION

- **Get Distinct Tenancies Per Unit**:
    - The Qube extract is at Tenant Level. We extracted the distinct Tenancies (by parent_reference) for each unit. The Contract.AccountId is set by taking the ContactId of the first tenant to match one of the below criteria (in order):
        - lead tenant
        - tenant
        - successor reg
        - successor assd per
        - any other value
    - **Distinct Tenancies:** 18,572

- **Qube Missing Salesforce Unit ID?**
    - **Yes** → **1** rows discarded with no Contact Id
        - UnitMissingInCube.csv
    - **No** → **18,571** rows retained

- **Check for Duplicates in Qube** (one unit has multiple tenancies):
    - **Yes** → 3 rows discarded. We kept the tenancy with the most recent start date.
        - parent_reference of tenancies which were discarded because a "newer" (see above) tenancy already exists on the same unit
        - DiscardedTenancies.csv
    - **No** → 18,568 rows retained

2.4 SETTING TENANCY START AND END DATES

Tenancy start and end date was set using the unit lease start/end date from Qube (see CJR-484 and CJR-522).

2.5 LINKING PARKING & DECANT TENANCIES TO LIVE UNIT TENANCY

The data migration logic attempts to link parking and decant tenancies to the live unit tenancy based on requirements in CJR-174, allowing the visualisation shown in Figure 1 below. This relationship does not exist in Qube and is inferred on a "best effort" basis during the data migration. Going forward, new parking/decant tenancies will be initiated in Salesforce from the tenancy record, hence will be linked automatically.
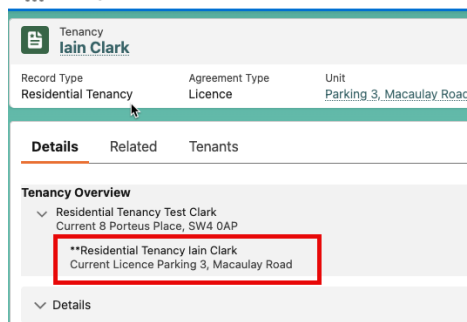
Figure 1 - Parking/Decant Tenancy linked to Live Unit Tenancy

This is done by linking active tenancies that have the same tenant (i.e. where Contract.AccountId matches between a live unit tenancy and one or more parking/decant tenancies). For Tenants that have multiple live unit tenancies (e.g. for company lets), this logic is not applied to parking and decant tenancies.

2.6 VERIFICATION AGAINST SALESFORCE

- **Check if Unit Exists in Salesforce**:
    - **No** → 0 rows discarded
    - **Yes** → **18,568** rows retained
- **Check if Contact Exists in Salesforce**:
    - **No** → 0 rows discarded
    - **Yes** → **18,568** rows retained

2.7 INSERT TENANCIES INTO SALESFORCE

- **Insert Records into Salesforce**:
    - **Success**: 18,568
    - **Failures**: 0

Tenancy

Qube Active Tenant Extract

144623 Totall tenants
46896 marked as Sharer
27811 Marked include
27800 not replaced by future tenancy

27800 rows

Get distinct tenancies (PMS Reference)

18572 rows

Qube is missing Salesforce Unit ID? — 1 rows — Yes → Discard

18571 rows — No

Duplicate unit for tenancy in Qube — 3 rows — Yes → Discard Oldest Duplicate

18568 rows — No

Unit exsists in Salesforce — 0 rows — No → Discard

18568 rows — Yes

Contact exists in Salesforce? — 0 rows — No → Discard

18568 Rows — Yes

Insert Tenancy Into Salesforce

Successful update? — 0 rows — No → Discard

18568 rows — Yes

Finished

Figure 2 - Tenancy Migration Logic

3. OPPORTUNITIES UPDATE

3.1 MIGRATION STRATEGY

For every active tenancy record created in Salesforce as per 2 above, identify the opportunities that are related to this tenancy. These opportunities may be the first "New"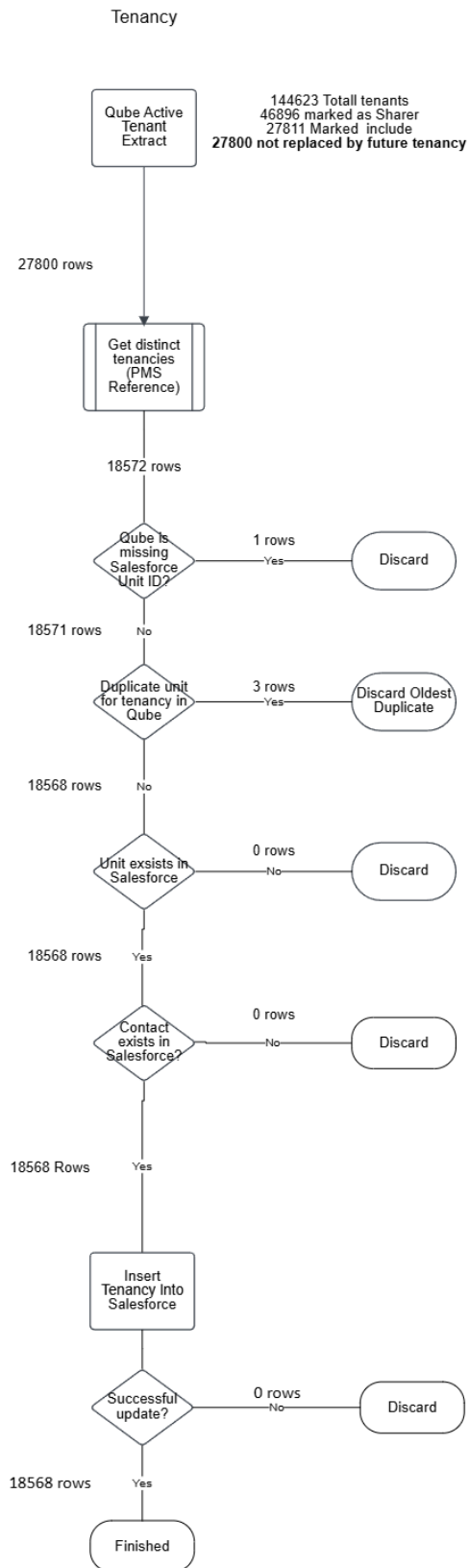 opportunity corresponding to the creation of the tenancy or one or more "Renewal" opportunities corresponding to renewals or change of sharer transactions that have occurred during the tenancy's life cycle.

For the opportunities identified above, update the Opportunity.Tenancy__c field so that the opportunities reflect as child records beneath the Residential Tenancy.

If any opportunities identified above have a blank value in the Opportunity.PMS_Reference__c field, this field is not updated. Instead a file is provided to Grainger for review, after which a manual update can be made (in bulk) to update the PMS Reference as required (see CJR-479 and CJR-520).

Only opportunities relating to current active tenancies are updated. Historical opportunities relating to ended tenancies are not included in any updates.

The logic is shown in Figure 3 below.

3.2 SOURCE DATA:

- **Opportunities in PROD**:
  - **Total records**: 69,105

3.3 LINKING OPPORTUNITIES TO MIGRATED TENANCIES BY UNIT

- **Condition**: Is there a migrated tenancy for the same unit as Opportunity.Primary_Offer_Live_Unit__c or Opportunity.Primary_Offer__r.Unit__c?
  - **No → 14,213** rows discarded
    - NotLinkedToMigratedTenancy.csv
  - **Yes → 54,892** rows retained

3.4 SELECTING THE MOST RECENT OPPORTUNITY

- Filter for the **most recent (by Created Date) "New" and "Renewal" opportunities** per tenancy.
- After applying this logic:
  - **Remaining rows**: 30,812
  - These include:
    - **9,660** linked by **PMS Reference** (i.e. Opportunity.PMS_Reference__c matches PMS Reference of migrated tenancy)
    - **21,152** linked by **Unit** (i.e. Opportunity.Primary_Offer_Live_Unit__c or Opportunity.Primary_Offer__r.Unit__c matches unit of migrated tenancy). Opportunities matched by this criteria are likely to be older opportunities that were closed before the Salesforce->Qube integration was in place, hence do not have a PMS Reference number updated on the Opportunity via the GREP integration)
- Outdated Opportunities (not the **most recent "New" and "Renewal"** opportunities for a given tenancy):
  - 24,075 rows discarded as **outdated opportunities**
    - NotMostRecentOpp.csv

3.5 UPDATE OPPORTUNITIES IN SALESFORCE

- **Update Records in Salesforce:**

- o **Success**: All **30,821** rows successfully updated
- o **Failures**: **0** failed updates

Opportunities

Opportunities In UAT — 69105 rows

Linked to migrated tenancy — No → 14213 rows → Discard

Yes — 54892 rows

Most recent New and Renewal opportunitie for a tenancy

Linked to migrated tenancy — No → 24075 rows → Discard outdated opportunities

30812 rows
(9660 linked by PMS Reference)
(21152 linked by unit)

Update Opportunity in Salesforce

Successful update? — No → 0 rows → Discard
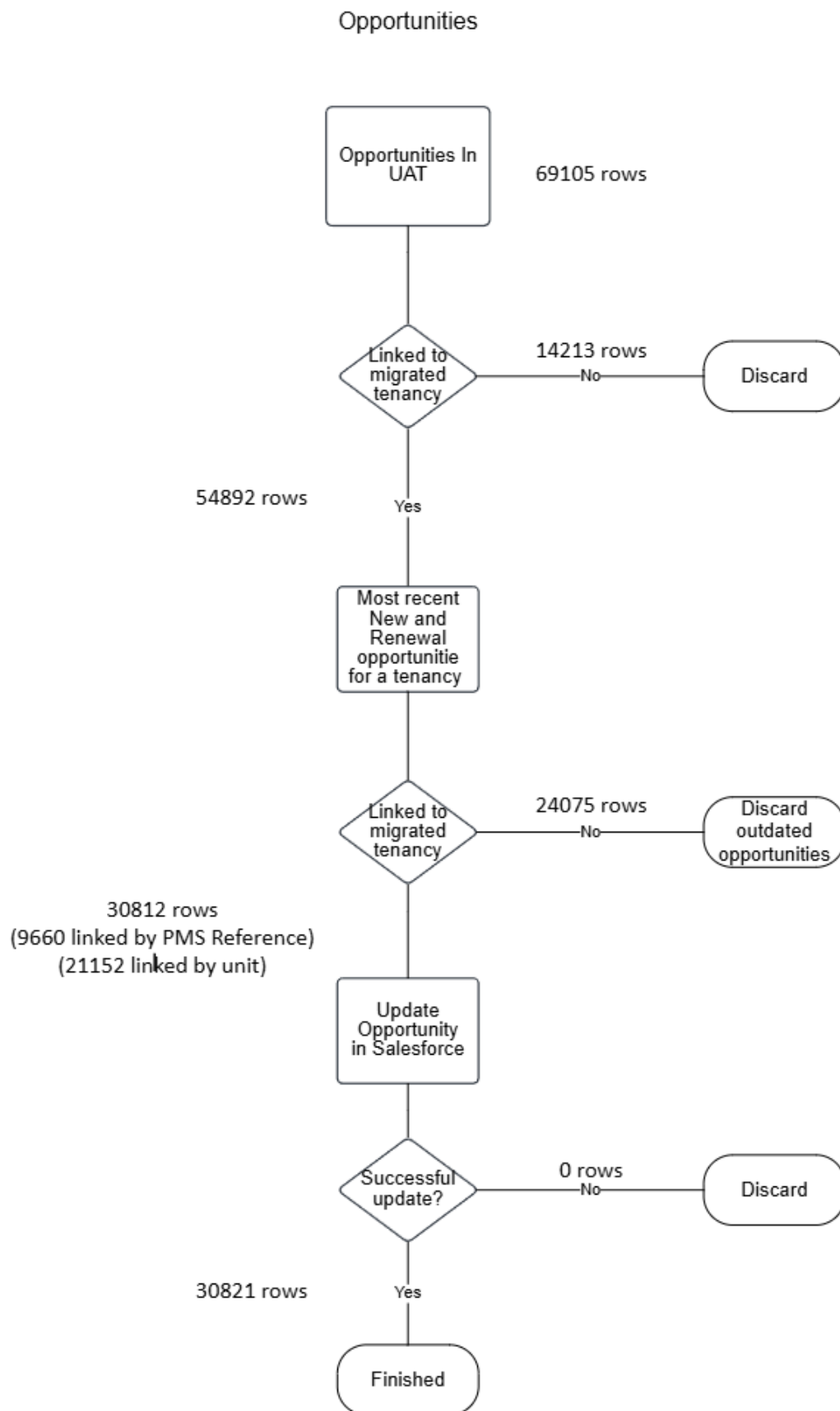
Yes — 30821 rows

Finished

Figure 3 - Opportunity Update Logic

4. CONTRACTS UPDATE

4.1 MIGRATION STRATEGY

For every active tenancy record created in Salesforce as per 2 above, identify the contracts (Contract records with Record Type = "Residential Contract") that are related to this tenancy. These contracts may be the first "New" contract corresponding to the creation of the tenancy or one or more "Renewal" contracts corresponding to renewals or change of sharer transactions that have occurred during the tenancy's life cycle.

For the contracts identified above, update the Contract.Tenancy__c field so that the contracts reflect as child records beneath the Residential Tenancy.

Only contracts relating to current active tenancies are updated. Historical contracts relating to ended tenancies are not included in any updates.

The logic is shown in Figure 4 below.

4.2 SOURCE DATA

- **Contracts in PROD where Record Type = "Residential Contract" and Opportunity is not null**:
  - **Total contracts**: 42,724

4.3 ASSOCIATION WITH AN OPPORTUNITY

- **Check**: Is the contract associated with an opportunity in PROD?
  - **No** → 26 rows discarded
    - NotLinkedOppinProd.csv
  - **Yes** → 42,698 rows retained

4.4 ASSOCIATION WITH MIGRATED TENANCY

- **Check**: Is the contract linked to an Opportunity that is now linked with a migrated tenancy via 3 above?
  - **No** → 6,622 rows discarded
    - NotLinkedToTenancy.csv
  - **Yes** → 19,451 rows retained

4.5 ACCOUNT MATCHING VALIDATION

Documented but not enforced during migration due to frequent ambiguity in identifying the lead tenant in the Qube extract, which often causes mismatches.

- **Check**: Does the account on the updated contract match the account on the migrated tenancy?
  - **No** → 3,856 rows fail this check but **were not discarded** in this migration
    - AccountDoesntMatchTenancy.csv
  - **Yes** → 15,595 rows pass
  - **Retained** → 19,451

4.6 UPDATE CONTRACTS IN SALESFORCE

- **Attempted updates**: 19,451 contracts
  - **Success**: 19,451
  - **Failures**: 0

Contracts

Residential Contracts in UAT — 42724 rows

Associated with an Opp In UAT — No → 26 rows → Discard
Yes — 42698 rows

Associated with migrated Tenancy — No → 6622 rows → Discard
Yes — 19451 rows

Account in migrated Tenancy match Account on Contract — Account Missmatch → 3856 rows → Warning (Not discarded in current migration logic)
Yes — 15595 rows

Update contract in Salesforce — 19451 rows

Successful Update? — No → 0 rows → Discard
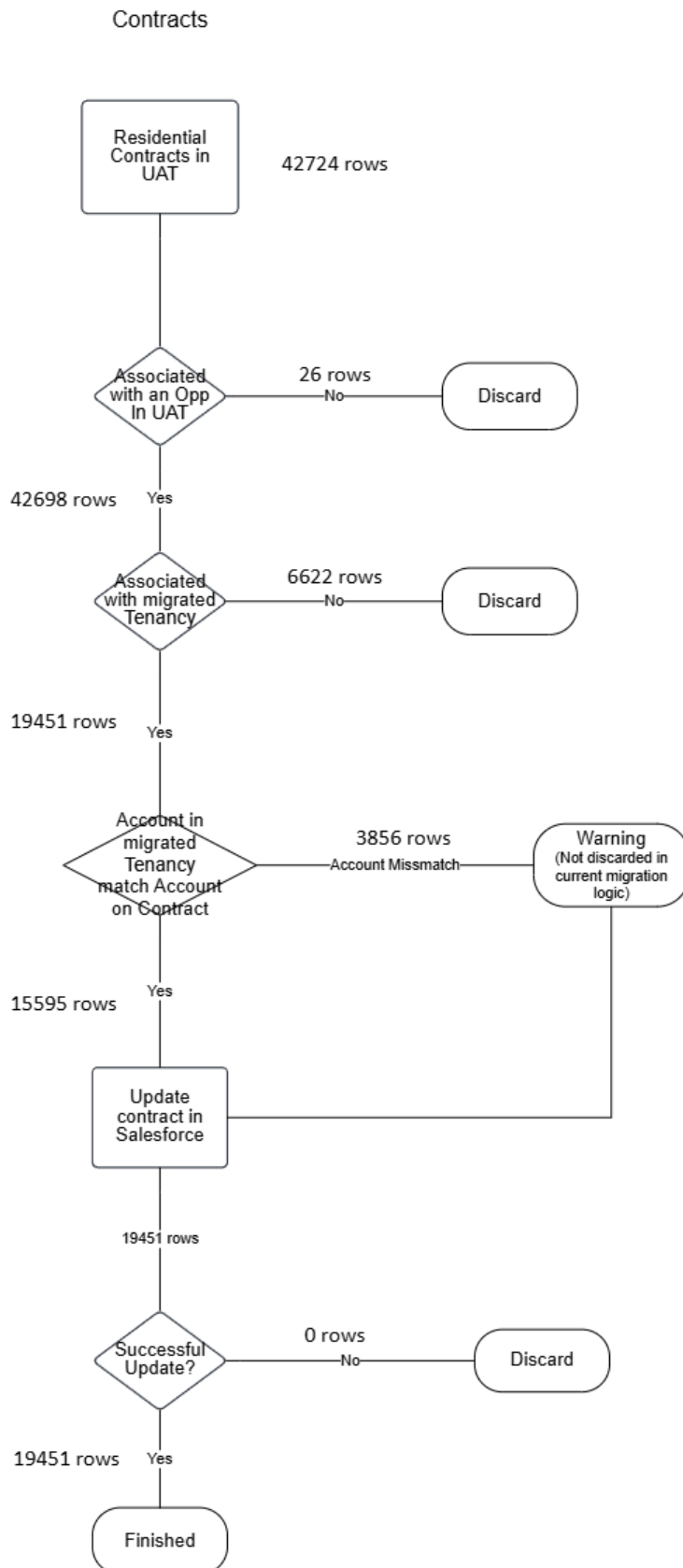Yes — 19451 rows

Finished

Figure 4 - Contract Update Logic

5. TENANCY CONTACT ROLES INSERT

5.1 MIGRATION STRATEGY

Use the list of active tenants from Qube to identify all Contacts who are linked to active tenancies. Insert new Tenancy_Contact_Role__c records for each of these Contacts, including the "Role" and "Start Date" and "End Date".

The logic is shown in **Error! Reference source not found.** below.

5.2 SOURCE DATA

- **Source**:
  - o https://graingerplc.sharepoint.com/:x:/r/sites/BusinessOptimisation/_layouts/15/Doc.aspx?sourcedoc=%7B8C153A5F-7B4F-4662-A819-64EDA4C470A5%7D&file=SVOT-%20Tenant%20and%20Unit%20Data%20%20290525.xlsx&action=default&mobileredirect=true
    ("Grainger Tenants-PROD 290525.xlsx") (Active tenants from Qube PROD as of 29th April 2025)

- **Initial Count**: 27,800 rows

- **Role Mapping Logic:**

    Roles from Qube were mapped to their corresponding roles in Salesforce as follows. If a Qube role did not have a direct match in Salesforce, it was assigned the role of 'Relevant Person'.

Qube Tenant Role	Mapped Salesforce Contact Role
Lead Tenant	Lead Tenant
Tenant	Tenant
Additional occupier	Permitted Occupier
Guarantor	Guarantor
Successor Reg	Successor (Regulated)
Successor Assd Per	Successor (Assured Periodic)
POA	Power of Attorney
Previous	Relevant Person
Alternative contact	Relevant Person
Else	Relevant Person

5.3 LINKED TO MIGRATED TENANCY

- **Check**: Is the Tenancy Contact Role Liked to a migrated tenancy in PROD?
  - o **No** → 5 rows discarded
    - ▪ Tenancy_Not_Migrated_Into_Prod.csv
  - o **Yes** → 27,795 retained

5.4 LINKED TO CONTACT IN PROD

- **Check**: Is the Tenancy Contact Role Liked to a contact in PROD?
  - o **No** → 0 rows discarded

  - o **Yes** → 27,795 rows retained

5.5 INSERT TENANCY CONRACT ROLE INTO SALESFORCE

- **Attempted updates**: 28,792 tenancy contact roles
    - o **Success**: 27,779
    - o **Failures**: 16
        - TCR_Salesforce_Kick_Outs.xlsx
        - **Failures due to missing tenancy start dates in Qube extract**.

TCRs
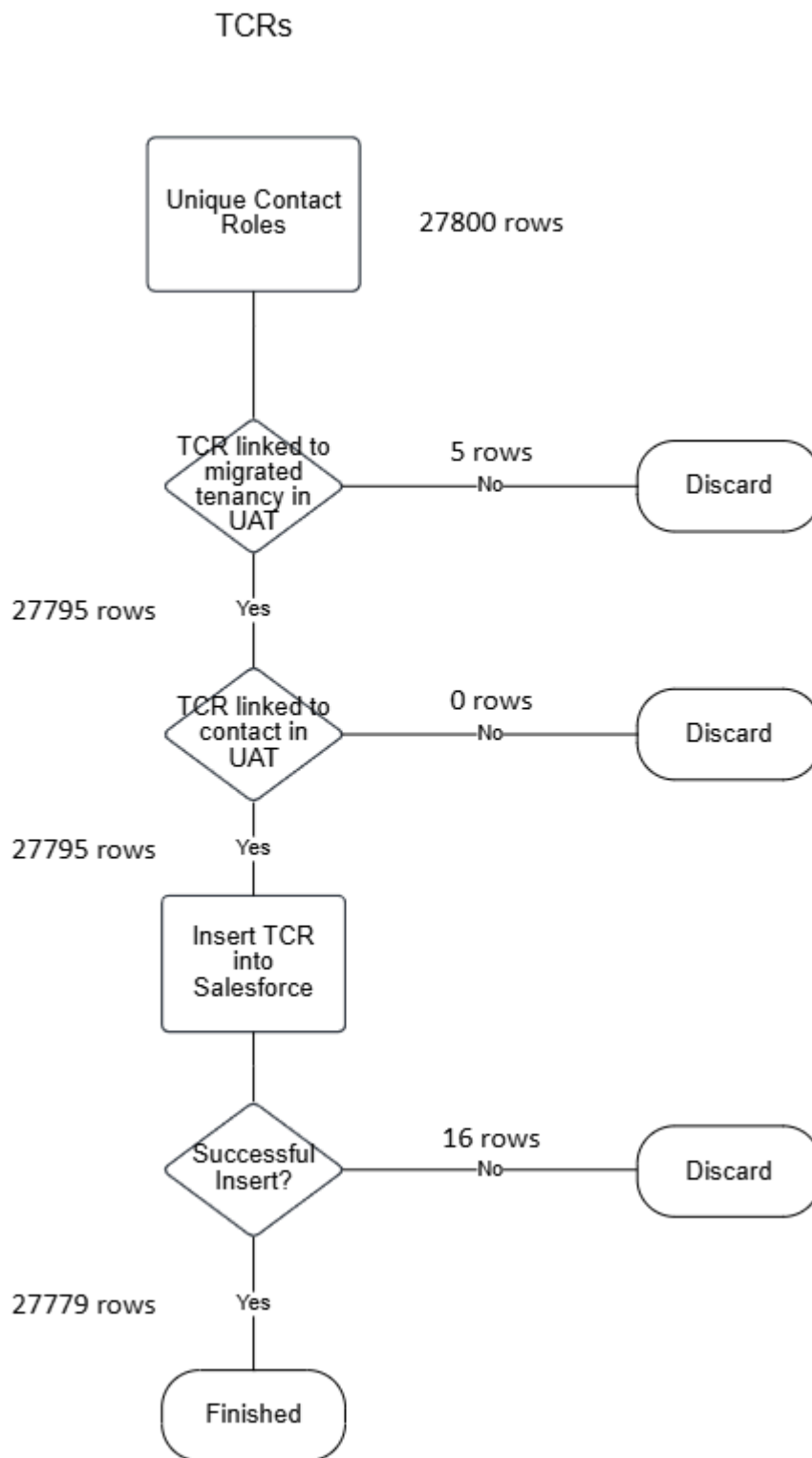
Figure 5 - Tenancy Contact Role Insert Logic

6. END OF TENANCIES UPDATE

6.1 MIGRATION STRATEGY

Identify any in progress End of Tenancy (EoT) records that are currently linked to a contract that is part of an active tenancy. For these records, update them to link to the Tenancy record (instead of the Contract) so that they can be completed following the EoT process which now (i.e. post SVOT Release 1) requires the EoT to be linked to the Tenancy, not the contract.

The logic is shown in **Error! Reference source not found.** below.

6.2 SOURCE DATA

- **EOTs in PROD**:

    - **Total rows**: 5,608

6.3 ASSOCIATION CHECK

- **Check**: Is the EOT linked to both a **contract that is linked to a migrated tenancy**?

    - **No** → 4,689 rows discarded

        - NotLinkedToMigratedTenancy.csv
    - **Yes** → 919 rows retained

6.4 STATUS FILTERING

- **Check**: Is the EOT in an **Active**, **Pending Cancel**/**Close** status?

    - **No** → 204 rows discarded

        - EOT_In_Valid_Status.csv

    - **Yes** → 715 rows retained

6.5 UPDATE EOTS IN SALESFORCE

- **Attempted Updates**: 714

    - **Success**: 7 rows

    - **Failures**: 0 rows

EOTs

EOTs In UAT — 5608 rows

EOT linked to migrated contract and tenancy — 4689 rows — No → Discard

919 rows — Yes

In Active, Pending Cancel/Close satus — 204 rows — No → Discard

715 rows — Yes

Update EOT in Salesforce

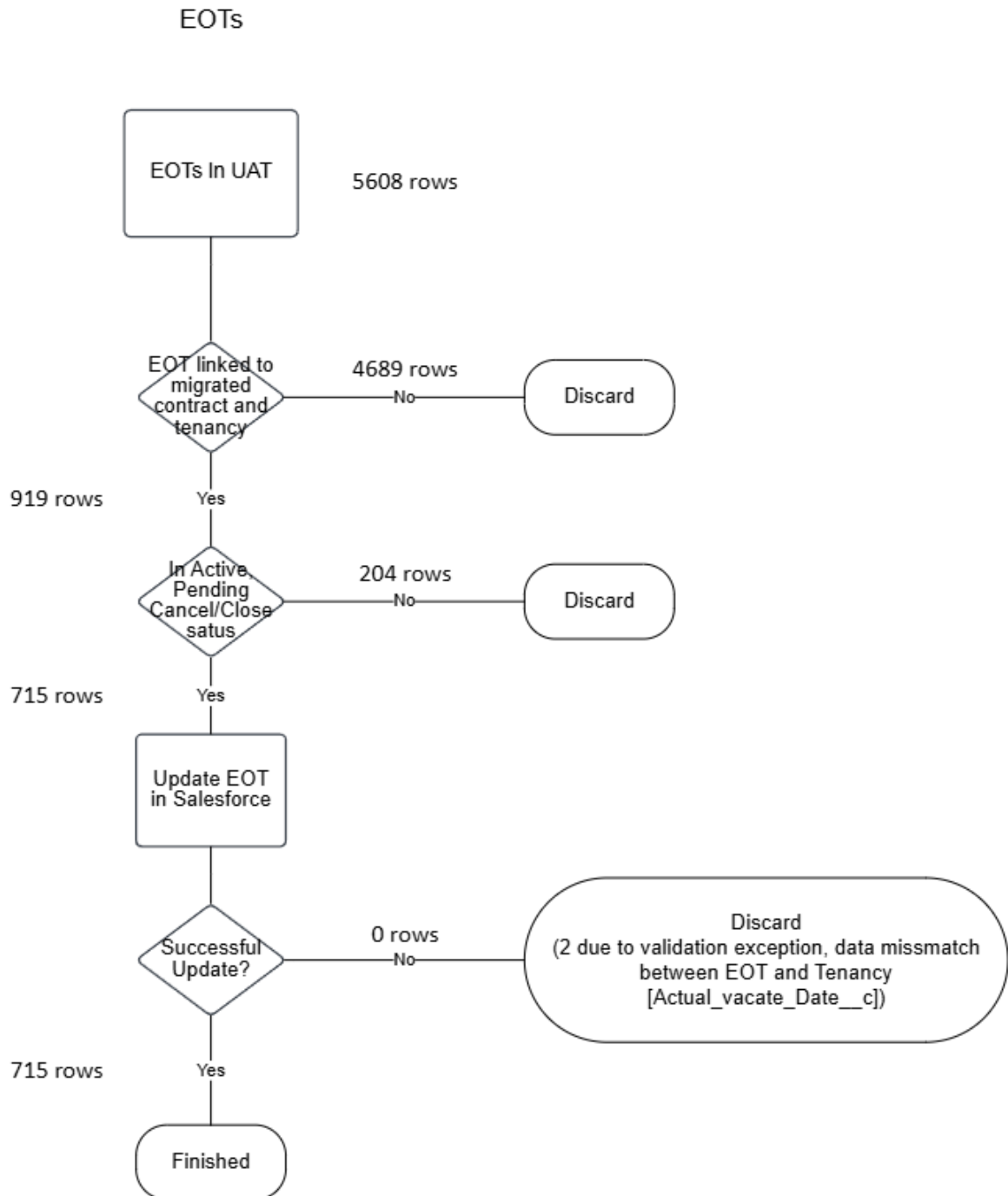Successful Update? — 0 rows — No → Discard (2 due to validation exception, data missmatch between EOT and Tenancy [Actual_vacate_Date__c])

715 rows — Yes

Finished

Figure 6 - EoT Update Logic

7. OPPORTUNITY CONTACT ROLE REPORT

7.1 STRATEGY

During the data migration testing, it became apparent that the Tenant data in Qube may not accurately reflect the latest tenants in Salesforce due to changes that have been made for renewals and change of sharers. We created a report to show Opportunity Contact Roles from Salesforce linked to active tenancies, with the intention that Grainger are able to use this report to compare to Qube and update Qube as required.

7.2 SOURCE DATA

- **OpportunityContactRole records**:

    o Find all OpportunityContactRole records linked to the "most recent" opportunity for each Tenancy (see 3.4 above for details on how "most recent" opportunity is selected). i.e. the most recent opportunity will be the most recently created opportunity within the tenancy, either a "new", "renewal" or "change of sharer". The OpportunityContactRole records linked to this opportunity should provide an accurate reflection of the current tenants.

7.3 REPORT

The report has been generated at

Prod_Migration_OCR_Report(Go_Live)V1.csv

Number of rows: 28,713

As shown in Figure 7 below, the report includes a "derived primary key", created by concatenating the Salesforce Contact Id and Qube PMS Reference. This derived primary key can be used to compare Salesforce Opportunity Contact Roles to the Qube Tenants for each active tenancy.

Figure 7 - Opportunity Contact Role Report