



Consultant Group 3

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KEY CHALLENGES



GAPS IN CURRENT PROCESSES



PROPOSED SOLUTION



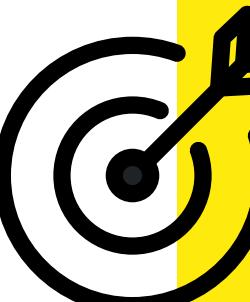
EXPECTED BENEFITS



EXECUTION PLAN



RISKS & ASSUMPTIONS



Primary Goal:

**Client
Retention**

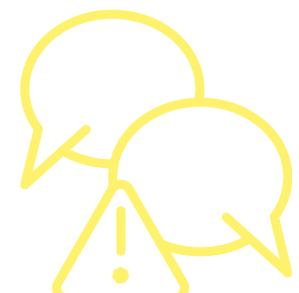


Client Retention

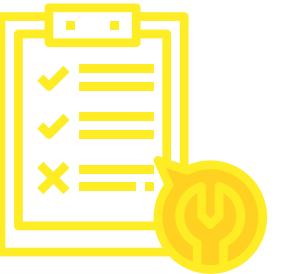
Maintenance & Service Quality Issues



Recurring Maintenance Issues or Critical Outages



Tenants Feel Unheard

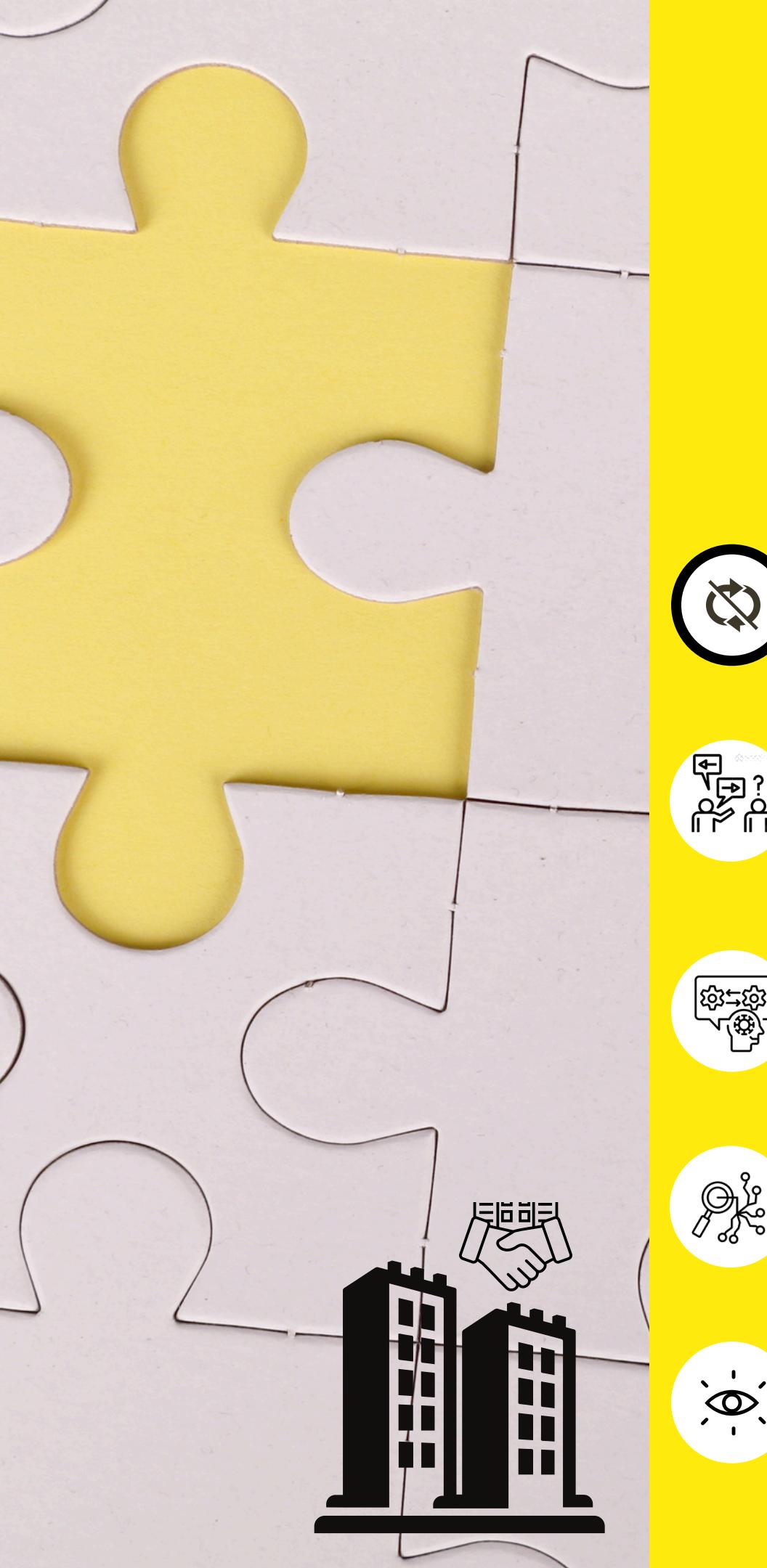


Identify Tenants at Risk of Non-Renewal Using Existing Data

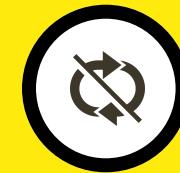


Key Challenges





Gaps in the Current Process



Unclosed Loop [Insights to Execution]



Inconsistent Property Manager Performance



Reactive Maintenance Rather Than Proactive



Resolution Provided but No Pattern Analysis



No Visibility of Resolution Timeline to Tenants



Next Best Action (NBA) System

Data Analytics & Identification of Best Actions

Continuous Training from Manager Performance & Customer Feedback

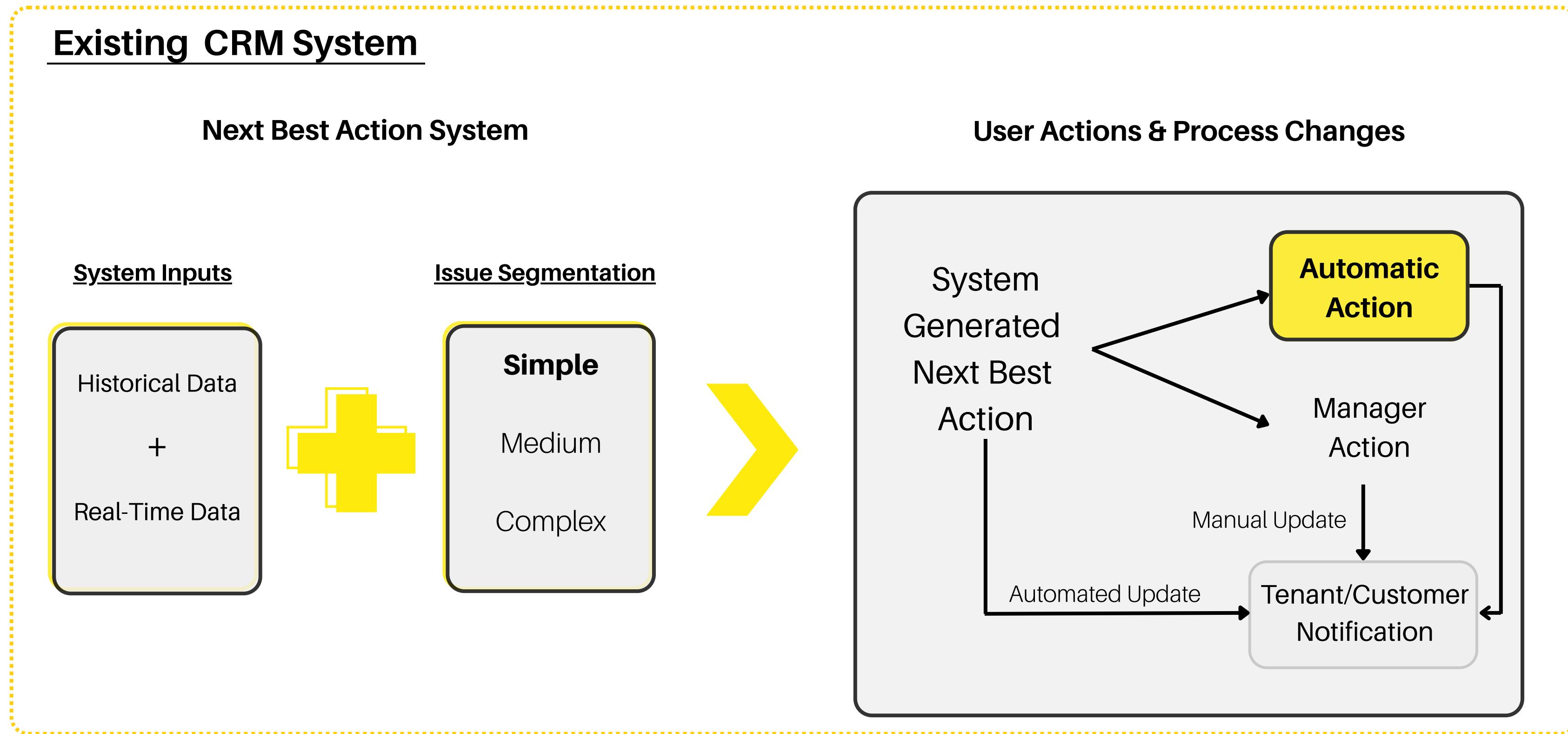
Ticket Progress Notifications for Tenants

Automation of Issues & Increase in Proactive Solutions

Dashboard Integration within Current CRM System

- Next Best Action (NBA)
- Visualizations of Tenant & Property Data (Using PowerBi)
- Listing of Open Tasks & Tickets

Next Best Action (NBA)



Existing Dashboard

Property Manager

Business Intelligence Departments & Sites Properties Systems

Overview Visualization

Cases

CASE TYPE	OPEN	CLOSED	TOTAL	PAST DUE TOTAL	ASSIGNED TO ME	PAST DUE TO ME	CREATED BY ME	OWNED BY ME	CLOSED BY ME	DEFAULT HOPPER	OWNER	CREATE NEW CASE	
Customer Default	154	22220	22374	38					2	Operations - Gen...	Shaishank Mehta	Create New Item	
Customer Information Change	10	8181	8191	5						Customer Informa...	Tim Naizer	Create New Item	
Customer Ledger Change	31	73923	73954						2	Accounts Receiva...	Parashar Thakrar	Create New Item	
Customer Move-In	156	43753	43909							Customer Move-In	Yuvrajsinh Ghil	Create New Item	
Customer Request	158	636887	637045	81					210	Tenant Request	Marc Vecchio	Create New Item	
Customer Review	12	3009	3021	2					5	Customer Review	Andy Hilditch	Create New Item	
Customer Survey Follow-Up	10	22559	22569	3					3	Customer Survey ...	Kaustubh Joshi	Create New Item	
Customer WiFi Configuration	17	3566	3583	11						IT Helpdesk	Christopher Page	Create New Item	
Property Disposition	12	5792	5804	8					18	Property Dispositi...	Marc Vecchio	Create New Item	
Property Plan		66	66							Property Plan	Marc Vecchio	Create New Item	
Property Project	458	49342	49800	82				2	2	74	Operations - Gen...	Mary Eberly	Create New Item
Property Takeover	12	34130	34142	12						60	Property Takeover	Marc Vecchio	Create New Item
Property Work Order	2976	1406727	1409703	940	1			14	12	172	Property Work Or...	Lisa Garrison	Create New Item

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Proposed Dashboard Integration

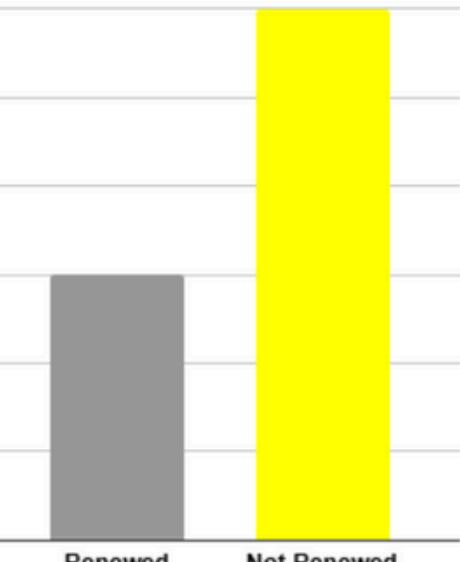
Property Manager

Business Intelligence Departments & Sites Properties Systems

Next Best Action:

Contact Leasing Team

- Reply to Tenant A
- Schedule Onboarding of Tenant B



Renewed Not Renewed

Client A

- A/C Cold Call 2 Days
- Access Card Request 1 Day

Client B

- Onboarding Request 1 Day

New Task New Task

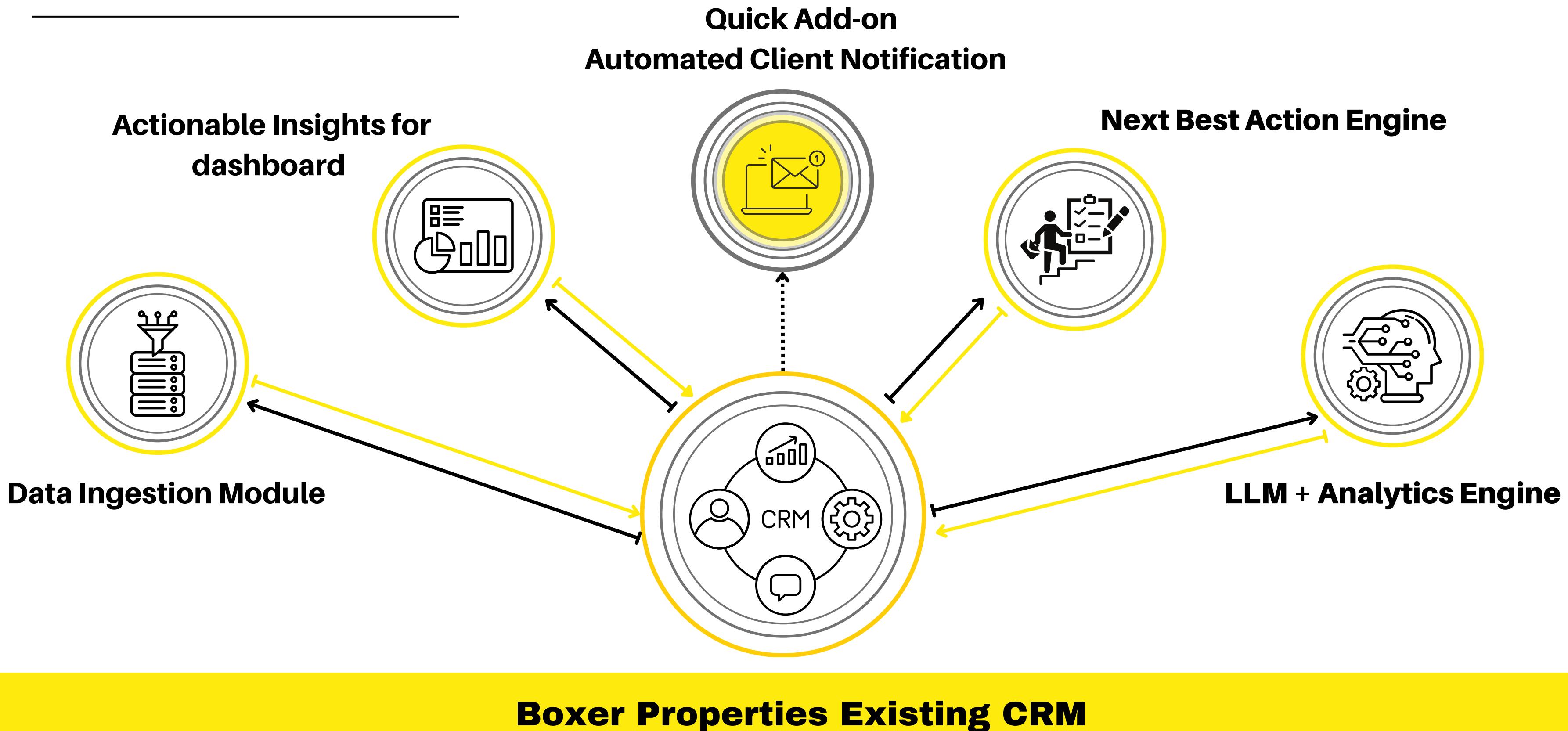
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Underlying Technology



Execution Plan

Phase 1: Tenant Feedback Integration

- Implement email updates to inform tenants about ticket progress and collect feedback while NBA is being developed.
- Timeline: 4 Weeks



Phase 3: Pilot Deployment in Houston

- Deploy the NBA system in Houston buildings and gather manager/tenant feedback.
- Timeline: 16 Weeks

Phase 2: NBA System Development

- Developing and implementing the proposed Next Best Action System and integrating it with CRM dashboard.
- Timeline: 10 Weeks

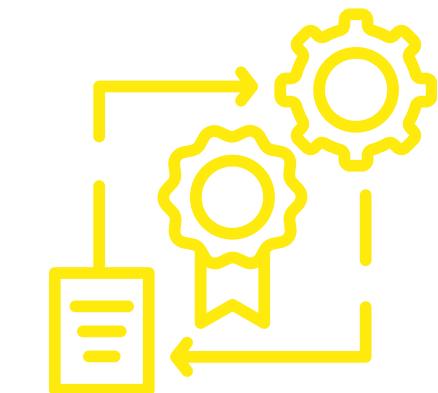
Phase 4: Feedback and Full Rollout

- Refine the system based on pilot insights and expand to additional cities
- Timeline: 17-24 Weeks

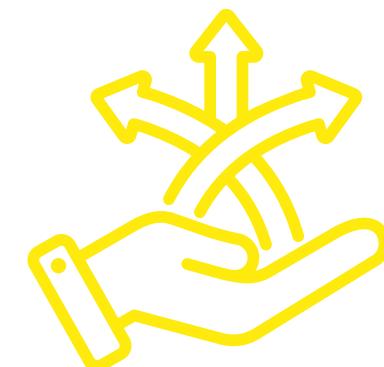


The Property Manager

Benefits



Raised Baseline
Manager Performance



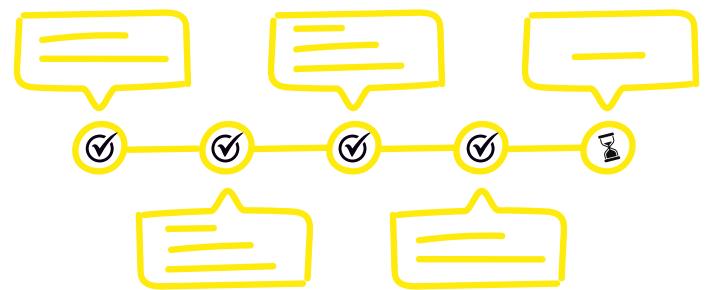
Informed Decision
Making like Never Before



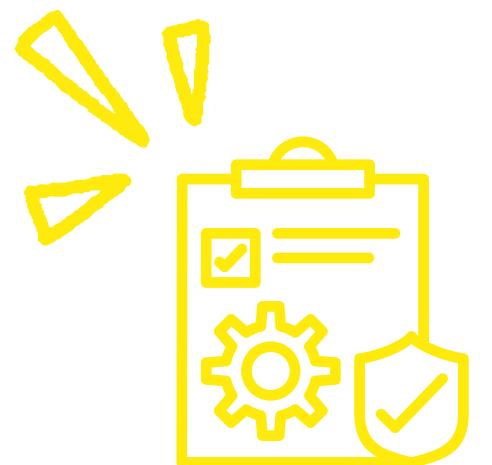
Seamless Integration with
No Training Required

The Client

Improved Visibility of Issue Resolution Timeline



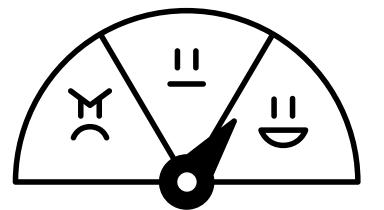
Enhanced Service Quality



Benefits



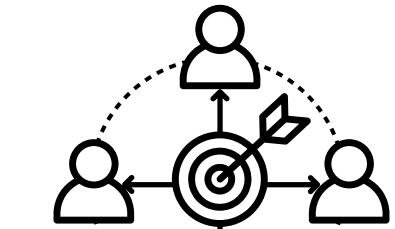
The Ultimate Benefit: Boxer Property



Increased Customer Satisfaction

Improved Loyalty

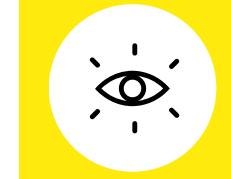
Higher Renewal Rates



Lower Overall Operational Cost

Cost-Effective Implementation

Risks & Assumptions



Property Managers Hesitance Towards Change

Data Quality & Inconsistency for Insights

Use Test Group as a Trial Period for NBA System

Test Group can Serve as Training Group

**Enabling and Using Automated NBA System,
Further Down the Road**

Summary



Current Goal → Improve Current Customer Retention

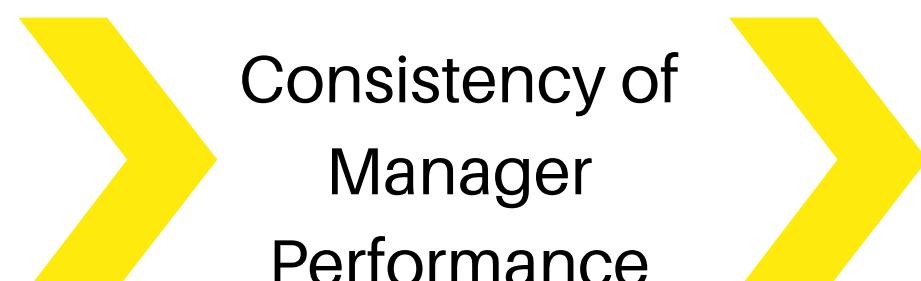


Current Challenge → Inconsistent Manager Performance



How We Get There → NBA System & Dashboard Integrations

Implementation of
NBA System



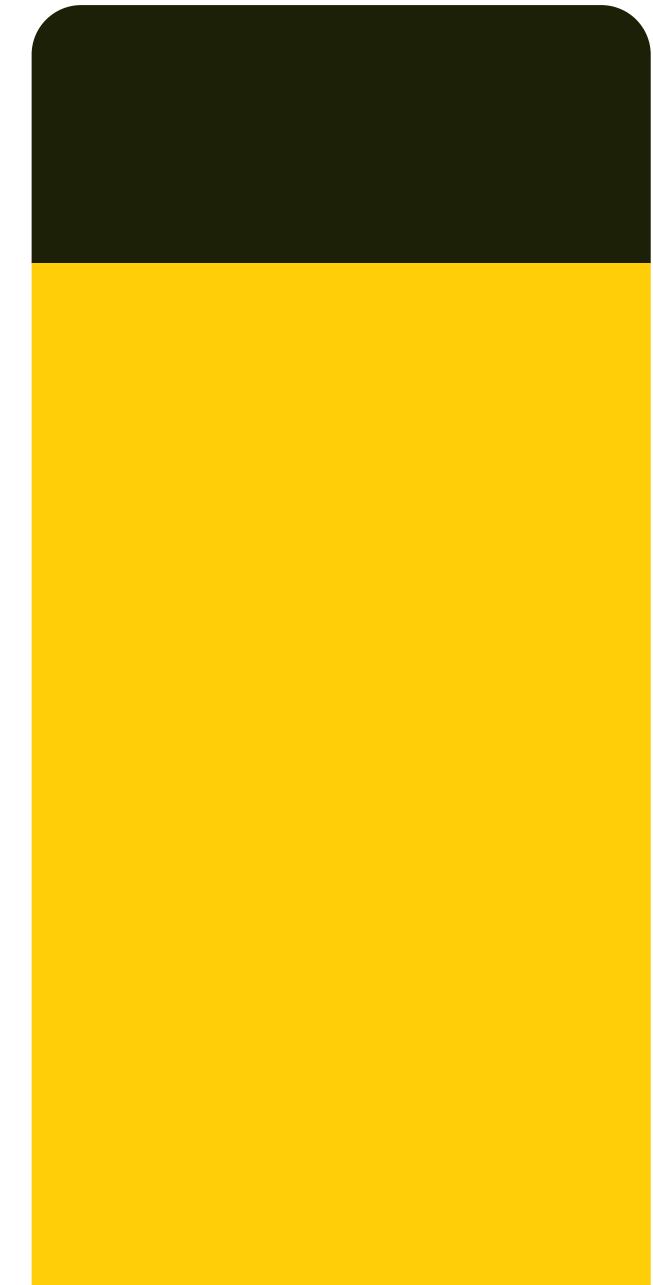
Consistency of
Manager
Performance

Greater Current
Tenant Satisfaction
and Renewal Rates

Before



After



Current Tenant Retention Rates Compared to
Retention Rates After NBA Implementation



Thank you!



We look forward to helping Boxer Property
unlock smarter decisions & stronger tenant relationships.

Texas A&M University | April 21, 2025