

About Remit Consulting LLP

Remit Consulting LLP (Remit) has been assisting the Real Estate market since 2003 with management consultancy support, spanning the public and private sector.

We assist property businesses with the following in relation to cloud solution projects:

- **Planning**, including requirements definition and selection
- **Set up and migration**, including data cleansing and report scoping
- **Performance testing**, including data quality assurance and process efficiency.

Our deep understanding of the property industry helps us to ensure the cloud solutions are working most effectively for our clients' specific requirements.

Our unique approach and methodology has been proven to reduce risks to procurement selection, project scope, overall project costs and time. It is robust, flexible and expandable to meet clients' business needs.

Our methodology has been used successfully for cloud solution projects across a wide range of real estate clients in the UK, Europe and globally- public sector, investors, fund managers, property companies and others.

Our expertise

Due to frequent market research and client projects, we maintain an in-depth knowledge of the property systems market, covering cloud solutions for property asset management, property accounting, facilities management, and maintenance management.

Combining this knowledge, our government department experience and our project methodology sets Remit apart from other consultancy/support services.

Our wider team enhances our skills and experience and consists of over 100 associates, all experts in their field from Real Estate specific project managers to experienced Real Estate company CIOs. Remit can build a team to meet clients' project requirements.

Some of our notable public sector clients, include:

- **Department for Work and Pensions**
- **Government Property Agency**
- **Transport for London**
- **NHS Property Services**
- **The Crown Estate**
- **Metropolitan Police**
- **Woking Borough Council**
- **Oxford City Council**

Introduction to our Services

Remit has developed a systematic approach in assisting clients to understand the cloud solution options to satisfy their business objectives.

Our experience of working with many public and private sector real estate teams means that we can quickly help to set achievable objectives, scope and plan the project, and help develop the client's business case.

Our **Remit Process Model (RPM)**, displayed on page 5, helps to define a framework for projects. This model is used to set scope and identify the processes involved using our leading practice process library. From these we can quickly and efficiently discuss improvements and requirements with client teams in order to collate key information.

Remit has worked with many cloud solution providers and is experienced in running competitive tenders for these solutions / services. **Remit is a truly independent consultancy**, which focusses on finding the right solution for its clients' specific needs.

We accomplish this by assisting clients through:

1. **Planning**
2. **Set up and migration**
3. **Performance testing**

1. Planning

Using our **unique process model**, based on leading practice property processes, Remit works closely with clients' teams to scope the functional and non-functional requirements of a future cloud solution, paying close attention to pain points and priority areas for improvement. This is documented in a specification.

After specifying requirements, Remit uses **its market intelligence** of the market to conduct a Request for Information which identifies a short list of potential suppliers of cloud solutions to meet client requirements. This expedites the project and reduces the risk of becoming overwhelmed with too many responses in the next stage.

The specification forms the core of the Request for Proposal for the formal selection process. Remit assists in scoring potential solutions and facilitates Conference Room Pilots to help validate suppliers' offerings.

This rigorous approach helps buyers plan for later implementation activities, including training and change management, by establishing consensus on the business requirements. This supports improved adoption and ownership of the chosen cloud solution.

Remit's **project and change management support** includes risk monitoring, creation of communication strategies and stakeholder mapping.

2. Set Up and Migration

Remit provides both client-side project management and technical expertise to manage the set up and migration of data to the cloud or between cloud services.

Remit is experienced in managing and undertaking a wide variety of activities including:

- Data collation, cleansing and migration into test/live environments;
- Specifying and writing system reports for the end-user;
- User acceptance testing and go-live readiness assessments.

These services are supported by **expertise in change management** for cloud solution projects and effective communication strategies to aid adoption.

Our in-depth **property process knowledge**, and **experience in implementation / migration** to property cloud solutions helps us speak the language of not only the solution provider but the property team end-users, smoothing the migration through each project milestone.

“We needed people with strong data skills and superb project management capabilities”

3. Quality Assurance and Performance Testing

Using our **leading practice process model methodology**, and our **knowledge of property businesses** developed over 20 years, we provide quality assurance of cloud solutions and the associated services to property businesses.

We recognise that maintaining a cloud solution requires time, resources and careful management. We assist with and manage performance testing at a business process level, to check the efficiency and reliability of the solution and its use within an organisation.

This helps clients to maximise how cloud solutions can support their business’ overall objectives.

Some examples include:

- Property data accuracy held and processed within the cloud solution;
- Adherence to agreed management processes;
- Compliance with property industry standards i.e. from the Royal Institution of Chartered Surveyors.

“Remit really addressed the detail of the information we needed to run the operations day-to-day and helped us implement that”

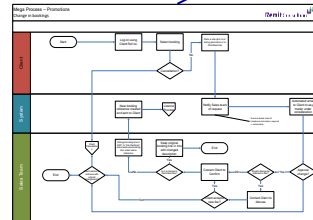
What differentiates Remit

1. **Real Estate is the core of our business**; we are property people first and foremost. We understand the property industry's physical and cultural barriers, as well as cross regional working patterns.



See the next page for a spotlight on our **Remit Process Model**

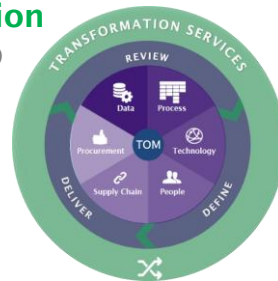
2. Our methodology, supported by a wide library of **activity-level process maps** has been developed through rigorous testing across European property businesses.



5. To support our in-house capability, our network provides us with access to **specific expertise**, on a flexible basis. This helps us deliver real value in an economical and bespoke manner.



3. We **accelerate business transformation** due to our methodology and our deep process understanding. This helps us get up to speed faster and reduce risks of delay or overspend.



4. We offer a more **personalised service** than some larger firms. This is rooted in our culture, our recruitment process and our focus on property expertise.

6. Our **industry benchmarking** work not only complements our project work with up-to-date industry data but also reinforces our network of contacts. We take pride in our industry contacts which make it easier for Remit to help clients identify the most appropriate suppliers, partners or competitors in a timely manner.



Our Accelerator: The Remit Process Model

An exclusive framework designed for real estate organisations with over 900 best-practice process maps.

What makes the RPM unique?

Comprehensive & Customisable: Adapts to your organisation's needs, aligning terminology and priorities across departments and regions.

Accelerated Transformation: RPM enables rapid benchmarking and highlights strengths and opportunities.

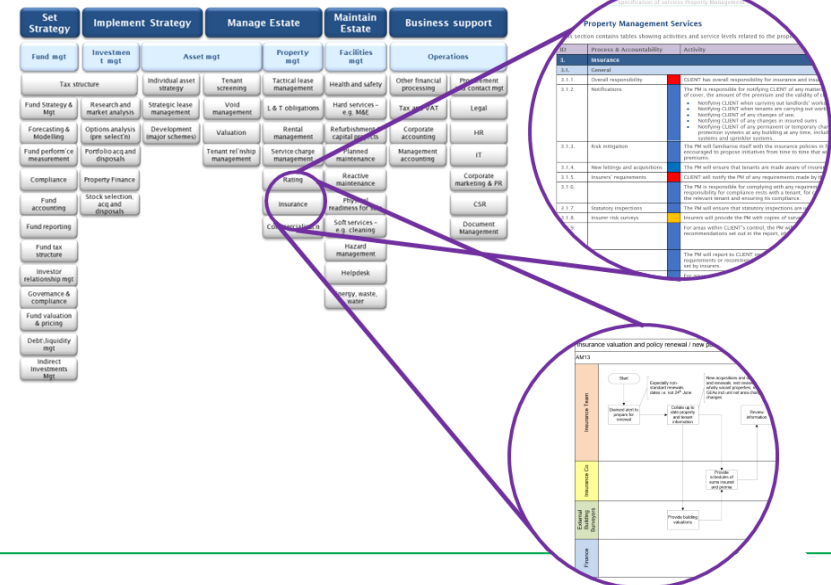
Industry-Informed, Client-Tailored: Built on leading practice, tailored to your strategic goals.

Client Benefits:

Clarity & Confidence: A clear roadmap for transformation

Benchmarking Excellence: Compare with industry leading practice.

Strategic Delivery: A checklist to design your future operating model.



Our Team Structure

Our core team currently consists of:

- 2 Partners (persons of significant control)
- 1 Director
- 3 Consultants
- 2 Assistant Consultants
- 2 Business Support
- A network of over 100 Associate Consultants

Executive
Committee

Consulting
Team



Additional information

With offices in London and Amsterdam, Remit Consulting is an independent, European management consultancy that has been providing practical, cost-effective and efficient solutions for international real estate investors and funds, asset and property managers and service providers for 20 years.

Many of Europe's largest property teams rely on Remit to help them innovate and transform their businesses through benchmarking and its in-depth knowledge of business processes; strategies; compliance; real estate finance; system selection and implementation.

While this pack is focussed on Remit's expertise in the field of technology, we also provide management consultancy services for all areas of business transformation, including strategy definition, research, and process improvement. These areas work with cloud solution projects and may also form the basis for standalone projects.

For more information about our services and team please visit our website:

www.remitconsulting.com

Should you need this document provided in an alternative format, please contact us as per our accessibility policy

<https://www.remitconsulting.com/accessibility>

Our credentials

We have experience working with many public sector bodies and on a variety of cloud solution projects. Some of our most relevant credentials are included below and overleaf:

Government Property Agency (GPA)

- Annual auditing since 2020 of GPA's property information held within its property management solution: reviewing a sample of 120 leases against the solution's database and industry benchmarks provided by Remit Consulting's research team.
- Implementation support for MRI's Horizon Version 11, including change management and communications plans.

Skills Demonstrated:

- Data Analysis
- Implementation of cloud solutions
- Change Management

Network Rail

- Digital transformation project with multiple workstreams within the property team of Network Rail. Remit has completed process reviews, solution upgrades and supported the creation of management information dashboards.

Skills Demonstrated:

- Programme Management
- In depth market knowledge of the property industry and solutions
- Critical examination of processes to specifically identify financial benefits to the business

Department for Work and Pensions

- Providing operational and technical real estate systems assurance that data and system mobilisation of the Estates Target Operating Model supply chain met the contracted requirements.

Skills Demonstrated:

- Data assurance
- Contractual requirements

Our credentials (continued)

The Crown Estate Scotland

- Supported the set-up of its new business following devolution from The Crown Estate, including the migration of Scottish portfolio data, across seven sectors, from the Crown Estate's central system to outsourced managing agents.

Skills Demonstrated:

- Data migration
- Outsourcing technology
- New business set-up

King's Cross Central Limited Partnership

- Assisted the requirements definition, specification and selection of a cloud solution for property and asset management functions.
- Managed implementation activities for an improved property management system service including the migration of data from the client's existing solution to an outsourced agent's solution.

Skills Demonstrated:

- Specification of requirements
- Selection of property solutions

Transport for London / Places for London

- Process definition, based on Remit's library of leading practice process maps, for TfL's Commercial Development team, through a series of stakeholder workshops.
- Design of new property management strategy, including property management provision of systems, to transform the service provision within their team.
- Definition of operating models for both FM functions, Data and Financial services.

Skills Demonstrated:

- Workshops and facilitation
- Process design
- Understanding of public sector procurement
- Knowledge and understanding of service solutions