



How Digitisation Helped FRIS Investment Care Reduce Processing Time & Improve Satisfaction

FRIS Investment Care utilised solutions from Yardi's cloud based Commercial Suite to automate management processes, streamline communication, eliminate errors and improve insights while removing disparate systems.

Saved 25% of Workload with Automation

0% Tenant Follow-Ups Missed

Processes 100% Digitised

50% Reduction in Time for Invoice Processing



"With CommercialCafe and Facility Manager, we have fully automated our processes - gaining complete control and better insights. This has led to happier tenants and staff, as we've seen improvements in customer service and employee satisfaction."

Marc Poelmann

Managing Director/Partner for FRIS Investment Care



FRIS

"We believe in personal, tailor-made service and processes, that relieve you of every concern."

Established in 1923, FRIS Investment Care (FRIS) has grown to become one of the largest independent property managers in the Netherlands. As a family-run business, FRIS has built a reputation for trust and excellence, serving thousands of individuals and companies in the greater Amsterdam area.

FRIS offers a comprehensive range of services, including residential real estate agency and marketing, commercial property agency, property management, surveying, appraisals, insurance intermediation and recruitment.

Their full-service approach ensures that clients receive expert guidance and support across all aspects of property management and real estate.

With a legacy that spans more than a century, FRIS continues to lead the industry, combining traditional values with innovative solutions to meet the evolving needs of its clients.



THE CHALLENGE

FRIS faced several operational challenges resulting from its use of disparate platforms. At that time, service requests from tenants were frequently received through phone calls and emails, meaning requests could go missing in email inboxes. This manual approach led to delays, missed follow-ups and ultimately unhappy tenants.

Challenges also extended to financial operations, where team members spent considerable time manually inputting invoices into the system. This method was prone to errors and diverted employees' attention from more critical duties. FRIS required a single platform that would consolidate data, streamline operations and automate procurement and tenant management processes, such as service requests.

By reducing manual tasks, the company aimed to allow employees to focus on essential responsibilities, improving overall efficiency and service quality.

Additionally, the company wanted to improve their facility management operation, which previously relied on using Excel spreadsheets to track open work orders. The requirement was to improve communication between team members and gain greatly improved oversight. The company recognised the necessity to transition from a more fragmented structure to a unified solution, which would provide full control over the communication process, better operational insights, enhanced customer service and increased employee satisfaction.

"With all these solutions integrated into Yardi Voyager 8, we can change from financial to property management dashboards effortlessly. This integration provides us with a comprehensive view of our commercial activities, offering clear visibility into tenant and portfolio health. It also gives us better insights and control over our portfolio, which has improved customer satisfaction and enhanced communication among our staff."

Marc Poelmann

Managing Director/Partner for FRIS Investment Care



THE SOLUTION

FRIS implemented solutions from the [Yardi Commercial Suite](#), including [Yardi Voyager 8](#), [Yardi Facility Manager](#), [Yardi Procure to Pay with PayScan Full service](#) and [CommercialCafe](#).

These solutions helped FRIS streamline operations and improve efficiency across the business. This allows for increased communication channels, enhanced visibility into data and standardisation of management processes.

Yardi Voyager 8 serves as the central hub, enabling FRIS to switch seamlessly between financial and property management dashboards, providing a comprehensive view of FRIS's commercial activities and offering clear visibility into tenant and portfolio health. With better insights and control, FRIS significantly improved customer satisfaction and staff communication.

CommercialCafe revolutionises tenant communication by streamlining interactions and making life easier for tenants through self-service capabilities. Tenants can make lease payments and enter maintenance requests via a mobile app, enhancing convenience and satisfaction. Through the portal, FRIS staff can centralise data, thereby gaining a single source of truth. The platform also automates

maintenance scheduling, tracks tenant requests and allows seamless follow-up emails, ensuring efficient and consistent communication.

Facility Manager streamlines service requests and provides clear visibility with intuitive dashboards. It automates work orders and equipment inspection processes, ensuring timely and accurate maintenance - as well as improving communication, team coordination and delays in handling service requests. This comprehensive approach to facility management ensures that all maintenance activities are efficiently managed and monitored.

Yardi Procure to Pay with PayScan Full Service consolidates and automates procurement activities, electronic invoice processing and vendor payments. This service reduces the time spent on manual processes and improves accuracy and efficiency in financial operations. By unifying procurement, FRIS can ensure consistency and control over purchasing activities, leading to better financial management and resource allocation.

With all these solutions, FRIS has achieved a unified, automated approach to property management and has gained better visibility into tenant and asset health.

"With Facility Manager and CommercialCafe, the service requests and work orders are fully automated which has resulted in improved customer satisfaction and better communication between teams."

Marc Poelmann

Managing Director/Partner for FRIS Investment Care



THE RESULTS

Since implementing Yardi's Commercial Suite, FRIS has seen significant operational improvements and increased satisfaction among employees and tenants. They find Voyager 8 user-friendly and intuitive - providing better portfolio insights. The new interface allows easy switching between financial and property management systems, while the intuitive dashboards offer greater control and visibility, leading to more informed decision-making.

The combination of Facility Manager and CommercialCafe solutions has transformed FRIS's operations through automation. This has saved time in processing service requests for property management staff, reduced manual errors and minimised follow-up calls with streamlined communication channels – leading to happier tenants and quicker response times.

The removal of manual service request searching from personal emails has also helped improved customer service and satisfaction.

Similarly, the facility team now enjoys enhanced overviews and deeper insights into requests and work orders – improving communication with staff and vendors. The Facility Manager product has not only automated many processes but has increased visibility with intuitive dashboards and improved team coordination and efficiency. In addition, FRIS is also very pleased with Procure to Pay with PayScan Full Service's automation capability, which has eliminated manual invoice entry, cutting file transfer protocol (FTP) time by 50% weekly and reducing errors. This has freed employees to focus on more important duties, therefore increasing job satisfaction.

"We saved 25% of our workload thanks to the products from the Commercial Suite. The automation and digitisation of our processes has reduced the amount of manual work required, freeing up our staff to focus on more strategic tasks. The introduction of a self-service mobile app has been particularly impactful, as it empowers tenants to manage their own needs efficiently. Reducing processing time on our customer service team and enhancing customer satisfaction with a more convenient and responsive service experience."

Marc Poelmann

Managing Director/Partner for FRIS Investment Care



DIGITISED PROCESSES

FRIS has significantly improved its operational efficiency by digitising invoicing and procurement with Yardi Procure to Pay with PayScan Full Service. This automation has streamlined the processing of invoices and vendor payments, eliminating the manual work previously required. The digitised approach has not only reduced errors but also ensured timely and accurate financial transactions.



SAVED TIME

The implementation of automated processes, particularly within CommercialCafe, has **saved FRIS approximately 25% of its workload**. Automation of service requests, work orders and inspection processes through Facility Manager has further contributed to significant time savings. These efficiencies have allowed the team to focus on higher-priority tasks, thereby enhancing overall productivity and service quality.



ENHANCED COMMUNICATION

With Yardi's cloud based technology, communication between FRIS staff and tenants has been greatly enhanced. The ability to access the system from anywhere has facilitated better coordination and faster response times, ensuring that all stakeholders are consistently informed and engaged. This modern communication platform has helped maintain a transparent and efficient flow of information, crucial for smooth operations.



ONE CONNECTED SOLUTION

By consolidating all information/data into a single management platform, FRIS has gained a single source of truth, which has enhanced visibility and provided better insights into its data. This unified platform allows for easy access to accurate, up-to-date information, enabling more informed decision-making and strategic planning. The integration of various processes into one cohesive system has also simplified reporting and data analysis, ensuring that FRIS can maintain a comprehensive overview of its portfolio and operational health.

Yardi's award-winning solutions are specifically designed for real estate management to help you be Energised for Tomorrow. See how we can help by getting in touch below.

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Energised for Tomorrow