

## Client

Lend Lease Retirement Living (LLRL) is one of Australia's largest providers of serviced apartments and retirement living facilities, with over 100 centres servicing nearly 10,000 residents.

Lend Lease has over 30 years' experience in the retirement living sector.



## Business Challenges

With such a large and diverse property portfolio, LLRL was finding it difficult to control the flow of information and processes around the conveyancing function, as properties were sold and purchased in their villages.

The property transfer process required LLRL to collate information and documents from various internal sources. This process was taking several days and often resulted in inconsistent or incomplete information being collected.

Due to the scale and number of stakeholders involved, LLRL employed additional staff to manage the process, resulting in spiralling costs.

In addition, having offices located around Australia added to the complexity and cost, and increased the likelihood of errors being made.

## Technical Environment

LLRL were relying on a variety of software systems, both off the shelf and custom built, to manage their villages and residents.

These systems were not integrated making extraction of data and organization of business processes difficult and prone to error.

A lack of consistent business rules caused significant management frustration, while different versions of the truth resulted in confusion and re-work, costing time and money.



## The Solution

ITeM Group were engaged as technical consultants to design and develop a solution which integrated all internal software systems and created a central repository of information. The solution needed to be web-based to allow all LLRL offices around the country to quickly access a single point of truth for information sharing, regulatory and compliance data.

The initial project began with ITeM Group facilitating workshops with LLRL stakeholders to gather detailed information about their existing challenges, and to establish a potential best practice future state. The extensive and thorough process was completed over a 3-week period, with a project plan and production timelines being clearly established.

The resulting solution was branded Legal On-Line and comprised a web portal allowing single sign-on for internal staff and a standard form-based authentication for external users. The integration to internal systems

was implemented using Microsoft SQL Server Integration services. Integration to a cloud-based CRM system was built using web services and a custom build application.

All business workflow processes were implemented using a custom state-based workflow engine developed on top of Microsoft's workflow foundation which allowed LLRL to customise and add new tasks and events to their new streamlined processes with little additional development.

B2B integration with their contracted legal firm was implemented using web services. This allowed information and documentation to be shared between the organisations in a formal, secure and structured manner.

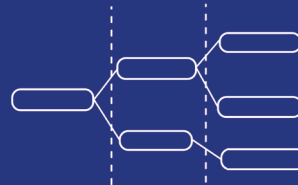
### 1. Analyze



### 2. Collate



### 3. Design



### 4. Implement



## The Benefits

The Legal On-Line system allows LLRL to effectively communicate and accurately convey instructions electronically with their legal counsel, while at the same time enabling them to continue to scale and acquire additional villages without increasing costs.

Significant cost savings have been realised as staff previously engaged in managing and collating information manually have been redeployed to more productive functions.

Legal costs have been reduced due to accurate and complete instructions being communicated with LLRL's external legal firm. All users have reported their satisfaction with the system, given it, saves them time and rework and allows for the simple accessing of critical information.