



Gopalan Enterprises, the top real estate developers in Bangalore automates their tenant billing operations across 25+ Malls with eFACiLiTY®

### THE CLIENT

Gopalan Enterprises, one of the leading real estate developers in and around Bangalore, are well known for their creative approaches in planning and designing residential and commercial projects. The group is also engaged in the promotion of Residential and Commercial properties along with Shopping Malls, Special Economic Zones, Cinemas, Hotels, etc. With over 35+ years of experience, they have an astute clientele from around the world.

### BUSINESS CHALLENGE

Gopalan Enterprises had deployed a legacy system to manage the monthly tenant billing for their 25+ shopping malls in and around Bangalore. The system was used to manually bill the tenants which was a time-consuming and error-prone task, so decided to reduce their manual efforts and automate the process.

Gopalan Enterprises was looking for a centralized system that could streamline and centralize their rental & concessionaire billing process, raise invoices that are detailed and understandable to their clients, and automatically post the invoices into SAP ERP.

## **THE SOLUTION**

During their evaluation, Gopalan Enterprises was impressed with the scale of extensive experience SIERRA had in implementing Tenant Billing solutions for multi-tenanted facilities and found that eFACiLiTY® could offer a robust solution to take care of their entire invoicing process across all their shopping malls with the required customization.

Implementing eFACiLiTY® resulted in Gopalan Enterprises streamlining the billing process for all their 25+ malls that had over 350+ tenants on a centralized system. eFACiLiTY® was able to completely automate their billing operations and successfully integrated with SAP. The application was also adaptive to the government regulations on the current taxations and tax laws.

## **CLIENT BENEFITS**

Now, eFACiLiTY® Tenant/Utilities Billing Software has become an integral part of the team's seamless & stress-free billing process. eFACiLiTY® Tenant Billing System now automatically generates around 900 invoices per month, on-time, with the breakdown of utility charges, rental charges, common area apportionments, concessionaire charges to their prestigious clients like ITC, TATA, Reliance, etc. saving several man-days of manual work with 100% accuracy avoiding all human errors.

Other benefits realised by implementing eFACiLiTY® Tenant Billing System:

- Simplified tenant billing process with automated bill creation and distribution
- Yearly/periodic rate escalations, service tax, TDS/withholding tax, etc. are automatically calculated reducing manual intervention
- Customized invoice templates
- Seamless ERP integration
- Overall Consumption management from Main Incomer ensuring all the utilization is completely charged