

# Case Study

Streamlining Operational Business Process for a Leading Global Retailer



# Client Overview

The client is a renowned global retailer known for their fresh, handmade cosmetics. To manage their seasonal operational workload efficiently, the client needed a reliable partner to ensure that data related to seasonal operational activities were timely updated in their business system.

# Challenge

The client faced a significant challenge with the large volume of business data. The main issue was managing the timely and accurate entry of the details into their business system amidst the complexities of paperwork, documentation and frequent updates.

# Solutions

RE BackOffice was engaged to address these challenges by handling the data processing tasks. We utilized a ticketing system to receive and process tasks along with the necessary paperwork. Our key responsibilities included:



## Processing Documents

Entering the data details into the client's platform based on the scope and process documents provided by them



## Documentation Management

Notifying the client if there was any data discrepancy or any issues with their documentation.



## Issue Resolution

Establishing and maintaining communication with the client to resolve any data, processing or platform issues.

Our team adhered to the standards set by the client, ensuring all their requirements were met.

## Implementation

Our team processed files on the same day they were received, maintaining a swift turnaround to meet the client's ambitious daily targets. This efficient handling allowed for seamless data processing and minimized delays.

## Results



### Timeliness

Consistently met ambitious daily targets with same-day processing.



### Accuracy

Ensured high-quality work with accurate data entry and timely issue resolution.



### Client Satisfaction

The client repeatedly sought our services due to our reliability and the quality of our work.

## Client Testimonial

We have been impressed with RE BackOffice's ability to manage our complex business needs with precision and speed. Their dedication to meeting our stringent deadlines and maintaining high standards has been crucial to our operations.

## ABOUT US

RE BackOffice is a premier provider of lease abstraction, administration, CAM reconciliation and account payables and receivables management services. A global boutique firm, we provide high-quality services to top-tier clients across industry verticals, covering every type of lease and on any lease platform. All projects are performed in-house. We are proud to be a trusted partner, since 2006 to leading retailers, REITs, property owners/managers, and corporate accounts seeking a strategic advantage. Whether abstracting a portfolio of leases or providing comprehensive lease administration, RE BackOffice is dedicated to consistently delivering high-quality services and optimal ROI to our clients



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