



RE BackOffice helps America's leading mid-sized retailers of the largest communication brands to save more than \$140,000 annually with effective and efficient Lease Administration Services

About our clients

Our clients are premium, mid-sized retailers of wireless products and services, operating as authorized agents for some of America's largest wireless network companies. Each of them has more than 1,000 retail locations across the US and offers a mix of wireless devices including

smartphones, feature phones, tablets, mobile broadband, and wearables; as well as a broad range of accessories and device insurance coverage.



Key challenges faced by the clients

- High cost of hiring, training and retaining lease administration resources
- High rate of attrition affecting lease portfolio management and timely updates
- Financial losses due to missed opportunities and underutilization of assets resulting from decentralized, fragmented and inaccurate lease data.

- Lack of qualified resources to conduct regular audits to identify discrepancies and possible cost savings

How did RE BackOffice help

- Team RE BackOffice started with a thorough analysis of the clients' existing lease administration process, standards and workflows and, drawing upon their extensive experience in the domain suggested changes to make their existing process more efficient.
- The clients were also looking to align their lease accounting with FASB regulations and REBO offered recommendations to help them attain that goal.
- RE BackOffice deployed full-time, dedicated lease administrators to the clients' accounts, which ensured that no deadlines were missed or opportunities overlooked.
- The lease administrators provided the clients with detailed reports alerting them to critical dates, action items and financial discrepancies such as incorrect billing or overcharges across various locations helping drive strategic business decisions that were accurate and timely.
- RE BackOffice helped the clients save substantial amounts of money by helping them
 - Avoid late payments
 - Initiate on-time collection of sub-lease payments
 - Exercise renewal and expiration options on time

RE BackOffice helped the clients cut lease admin resource costs by 50%, while enhancing the quality of their lease portfolio management processes.

Our CAM audit services helped identify the discrepancies which were otherwise being overlooked by the client due to lack of resources and time. The clients were overpaying operating expenses to the tune of \$100,000 in a single financial year as a result of wrongful invoicing/computations, which RE BackOffice helped rectify.

With Team RE BackOffice onboard, our clients saw considerable cost savings and an overall ROI that was approximately 3.5 times the cost of their investment in us.

ABOUT RE BACKOFFICE

REBOLease is a service line of RE BackOffice (REBO), a premier commercial real estate services provider since 2006, that focuses on providing top **Lease Abstraction, Lease Administration and Accounting services** to Corporate clients, Retailers, REITs, and Property Owners/Managers, across the globe. Headquartered in Pittsburgh, PA, we are a leader in back-office services - working with 1000 top-tier clients across various industry verticals, covering every type of lease, and on any lease administration or accounting platform.

Contact us

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