



## Robotic Process Automation in the Real Estate sector

The real estate sector is a complex and everchanging environment as a result of restructuring, acquisitions and divestments, to name only a few. Workload is increasing as more time is spent in creating reports using ERP, CRM and legacy systems combined with spreadsheets to provide relevant insight for business decisions. These include manual and repetitive tasks such as copying, pasting, merging and moving massive amounts of information from one system to another.

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This article is the first of a trilogy discussing Robotic Process Automation (RPA), Data Analytics (DA) and Business Intelligence (BI) in the Real Estate sector. This edition will focus on the benefits of RPA.

## The need for Digitalization in the Real Estate sector

Within many organizations, humans are needed to bridge gaps between IT-systems that have limited or no communication possibilities amongst themselves. For example, an email client might not be able to communicate with an ERP system, causing employees to sift through all the emails to retrieve the attached invoices that are sent to the ERP-system. One way to reduce the working pressure that is caused by filling in this gap is to implement business technology within these processes.

RPA is by now a proven technology and is an example of business technology that has become more approachable for companies that aim to bridge the gap between IT-systems but lack the technical resources. RPA software performs (if-then-else) statements on structured data, typically using a combination of User Interface interactions, or by connecting to APIs to control client servers or web pages. Unlike traditional automation, this technology is non-intrusive on your IT landscape because RPA is integrated across IT systems via the front-end. This enables integration with virtually any software used by an employee, regardless of its openness to third-party integration.

Due to increased competition and complexity within the RE sector, it is becoming more important to increase efficiency within primary as well as secondary business processes. Still, it can be difficult for organizations to decide on appropriate processes for automation. Most of these processes are often found within finance, procurement and human resources departments. These departments within the organization often meet the requirements for RPA implementation:

1. **Low cognitive requirements (involves structured data)**
2. **High volume**
3. **Access to multiple systems**
4. **Limited exceptions**
5. **Prone to human error**

## Example: RPA (tax) implementation within the RE sector

One of the RPA implementations observed in the RE sector is preparing the CIT return. Tax laws change continuously and are more complex. This, in combination with the tendency for RE companies to have a myriad of entities to manage their properties, makes the CIT return preparation and filing very time-consuming. Some organizations deal with more than 100 entities for which the CIT return needs to be prepared and filed to the tax authorities. Once the CIT return is approved, it needs to be stored for tax audit purposes. As shown on the next page, this is one of the processes ideal for RPA implementation as it meets all the conditions previously mentioned.

1. **Low cognitive requirements**  
This process involves financial data
2. **High volume**  
Possible more than 100 entities that require the same steps
3. **Access to multiple systems**  
Information needs to be gathered from multiple systems and the filing needs to be done on the Tax Authority web platform
4. **Limited exceptions**  
Only when all the information is available, the process should start
5. **Prone to human error**  
Risk of erroneous input is eliminated

This is only one of the many opportunities for RPA in the real estate industry. The remaining trilogy articles on Data Analytics and Business Intelligence in the Real Estate sector will be published on [www.deloitte.nl/bps](http://www.deloitte.nl/bps).

Do you ever come across repetitive real estate processes that you feel could be carried out in a smarter, better and faster way? Contact Loes Bierenbroodspot (+316 558 534 88 or [lbierenbroodspot@deloitte.nl](mailto:lbierenbroodspot@deloitte.nl)) or explore real estate opportunities on [www.deloitte.nl/bps](http://www.deloitte.nl/bps).



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