2023 IS THE YEAR TO PUT AN END TO RETAIL DELIVERY USING EXCEL SPREADSHEETS

Digitising Retail Design & Delivery (RDD) with Proptech Solutions

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Rachel Kidwell is a seasoned tenancy delivery expert with two decades of experience in the industry. Rachel has developed a deep understanding of the challenges faced by all stakeholders involved in the tenancy delivery process and focuses on finding innovative solutions to these problems.

In 2016 Rachel founded TCPinpoint, an award-winning technology platform that revolutionised the way property owners and developers deliver their retail tenancies. With her expertise in tenancy delivery and passion for technology, Rachel has successfully helped retail property owners and developers across the globe streamline their processes and improve their overall experience through the use of the TCPinpoint platform that has grown into a leading player in the market.

4.5 million square metres of retail space is expected to be delivered in the GCC before 2026, taking the total retail GLA in the region to 23 million square metres.[1]

The majority of that 18.5 million square metres of GLA in the GCC has been, or is being, delivered using Excel spreadsheets.

If that's the case, you might ask, why fix something that isn't broken? I would argue the current method of delivery based on Excel spreadsheets is in fact terribly broken. The loss of data, analytics and insights across these millions of square metres is astounding. Not to forget the unnecessary and costly mix-ups, delays and errors that could have been easily prevented using less archaic delivery methods. Captured and utilised properly, this data provides insights to inform not just current business decisions but future business decisions too.

For five years, companies in Australia and, as of last year, the United States who've adopted TCPinpoint as a solution have reaped the benefits of moving from Excel to a software as a service (SAAS) solution that has helped its users avoid the ongoing delays, budget blowouts and lack of transparency across the RDD process. We know the future needs of the GCC region can benefit similarly from the TCPinpoint solution.

Imagine a world where property people collaborate, support and empathise with each other, to keep each other focused and proactive in their work to exponentially improve the delivery of projects.

TCPinpoint is a collaboration and process management platform, otherwise known as a proptech solution. The Yardi and Property Council of Australia
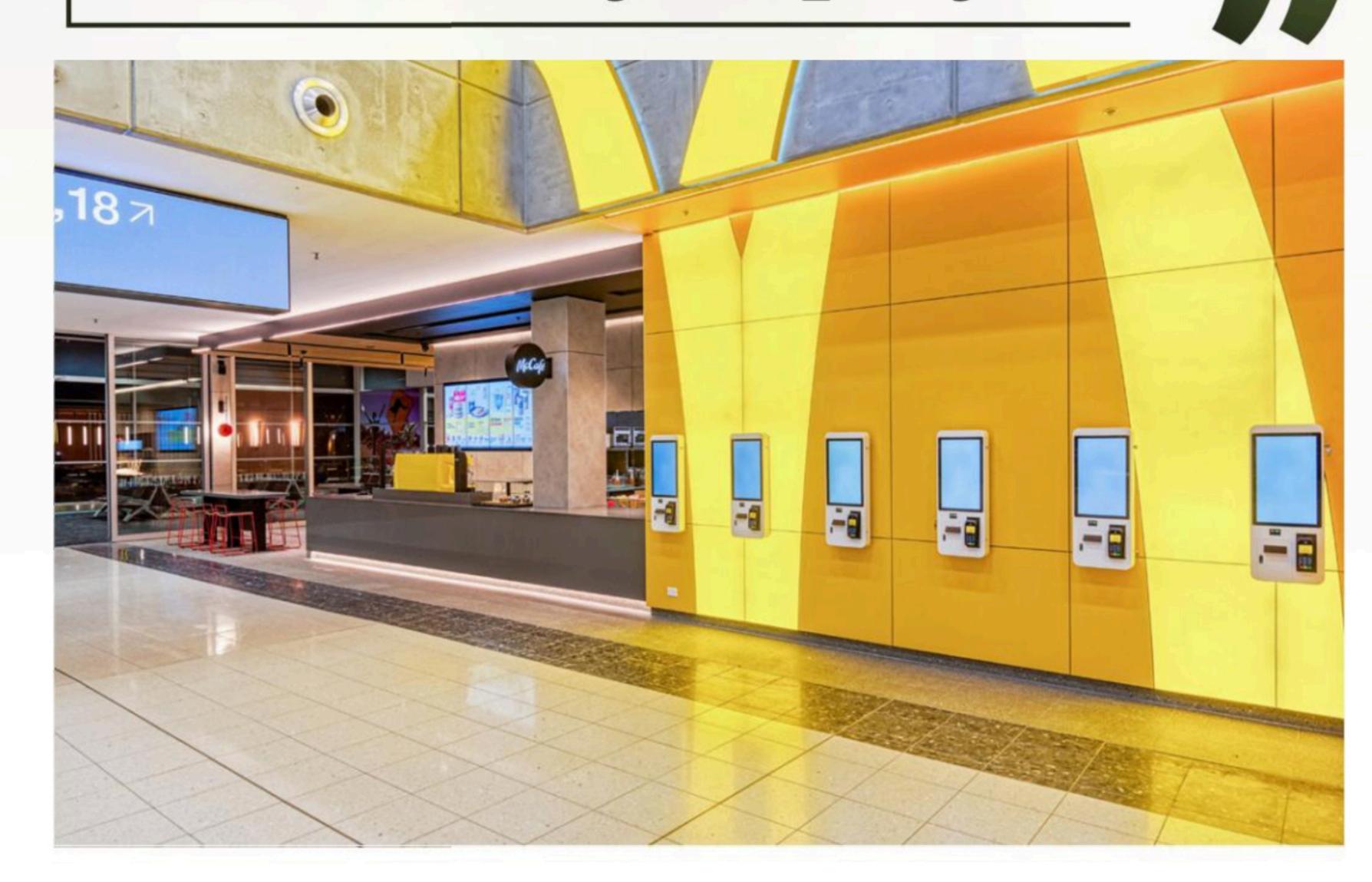
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Survey definition of proptech is "any innovative technology that reimagines property's core processes and business models."[2] And while proptech management tools are the way of the future, this same survey found that changing existing behaviour (i.e. over reliance on Excel spreadsheets for the last 40 years) remains the biggest obstacle to proptech adoption.

So, why is the uptake of proptech so slow? Many people are resistant because it is difficult to step into the unknown with fears of additional time and expense. Based on our conversations to date, we believe challenges with behavioural change could threaten development in the GCC region.

Our customers attest that we save the sanity of their teams, enabling them to access and circulate appropriate information at the right time that saves double handling and expensive administration tasks and leaves capacity for the more important human-to-human interactions. TCPinpoint does away with Excel by providing an intuitive, comprehensive software system that drives one version of the truth across the RDD process. We do this by enabling communications, program management and document control within one system while creating real-time reports and analytics to drive business decisions.

[1]Alpen Capital GCC Retail Industry Report, 15 November 2022
[2]Yardi and Property Council of Australia second annual proptech survey, 2022

The variety of Case Studies (on our website) provides a number of perspectives of TCPinpoint from key stakeholders involved in the RDD process such as Executives, Retail Design Managers, Tenant Coordinators and Builders.

"TCPinpoint was a great tool in terms of obtaining base build information to enable us to keep on program. Program is key, clients need deadline dates to be clear, so does the builder," shares a Contract Administrator.

"TCPinpoint is a great platform, it unifies key stakeholders involved in the tenancy coordination process", shares a Tenant Coordinator. "It creates a platform for everybody to get the right information at the right time."

"I would recommend using TCPinpoint to my peers, particularly in the construction industry, to maintain their sanity on the project."

The team at TCPinpoint not only co-create, but lead you and your team through the benefits of applying collaboration and process management software across your projects guiding you hand in hand through every step of the process. We're leading the way in educating property people on the benefits technology can bring to your projects.

Whilst tenancy delivery has been done poorly in the past, there's a great way to fix it. Let us work together to ensure the next 4.5 million square metres of retail space in the region is delivered using tools that streamline the process, create a transparent environment and provide invaluable insights and data to inform business decisions. For more info, visit: www.tcpinpoint.com