



# Transforming Internal Communication and Productivity at Asia's Largest Real Estate Group

## Customer Profile

The real estate group has an extensive portfolio of residential, commercial, and industrial properties. With a commitment to innovation and excellence, the organisation has been a key player in shaping Singapore's urban landscape.

## Location

Singapore

## Industry

Real Estate

## Platform

Microsoft Office 365 SharePoint Online

## Critical Needs

- Facilitate seamless internal communication and ensure quick, efficient information flow across teams
- Improve knowledge dissemination to support a more informed and agile workforce
- Drive productivity and engagement while integrating with existing systems and aligning with strict governance and compliance standards

## Solution

Corporate Intranet Platform

## Success Highlights

- Access to a user-friendly customisable dashboard for metrics and report generation.
- Improved collaboration through integrated communication tools with instant updates and notifications, keeping employees connected and informed across teams.
- Robust document management capabilities reduced time spent searching for and sharing files, fostering a more organised and productive work environment.

## The Challenge

The real estate group has relied on its legacy intranet as a resource portal for its business operations and cross-departmental collaboration. The intranet houses documentation, guidelines, and tracking for the growing number of real estate projects it handles. However, the system was not designed to provide information in a centralised location. The legacy system, which is deployed on the organisation's physical infrastructure, also began to lag behind the organisation's fast-paced operations, making it difficult for employees to access insights and collaborate across teams effectively.

The group's increasing data volumes have caused data clutter, where new content has been shoehorned into existing content, which made it difficult for employees to find information they need. They also needed to do a hardware refresh every three to five years to avoid further system degradation.

About 25% of the intranet's traffic also comes from its mobile version, but it is difficult for users to navigate.

The organisation understood that they needed a robust, scalable intranet solution that could facilitate seamless internal communication, improve knowledge dissemination, and drive productivity and engagement.

## The AvePoint Solution

To address its challenges, the real estate group tapped AvePoint to transform its legacy intranet. AvePoint built a tailored intranet solution that will specifically cater to its needs.

Leveraging Microsoft's SharePoint Online, the AvePoint solution included a centralised portal that served as a dynamic hub for all documentation and real-time updates, ensuring that all team members have access to the latest information at their fingertips.

AvePoint helped the organisation's users to easily navigate the new system, by taking an outdated and fragmented on-premises infrastructure into a scalable cloud-based infrastructure to help support the growing needs of the company.

Based on their needs, AvePoint created a custom platform that integrates the company's existing system into a centralised and interactive portal that offers the following:

- **Robust document management.** Examples of these are search modes that allow users to efficiently find the information they need.
- **Electronic Direct Mailer function.** This allows the HR department to send scheduled announcements and promotions, as well as disseminate other important information, helping improve knowledge dissemination and supporting a more informed and agile

workforce. The platform allows the HR department to publish announcements in different content types and arrange the layout to help highlight information based on their level of importance.

- **Social features.** These allow employees to receive notifications on new announcements, and even like, comment, or share content on the platform.

The intuitive design and easy access to organisational information drove productivity and engagement, enabling employees to collaborate more effectively and thereby assisting with the company's goal of improving information dissemination and fostering employee engagement.

## The Bottom Line

AvePoint's tailored intranet solution has become an invaluable driver of success for the real estate group. The solution has transformed collaboration into a seamless, powerful asset, enabling the workforce to enjoy a streamlined, intuitive platform that elevates productivity, accelerates decision-making, and strengthens compliance.

As a trusted partner, AvePoint ensures that this solution continually evolves with the organisation's needs, empowering its teams to reach new heights in operational efficiency, client satisfaction, and project excellence. Looking ahead, the real estate group plans to continue leveraging AvePoint's expertise to further enhance its intranet capabilities and drive even greater success.

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