



CASE STUDY

VALUE AG – REAL ESTATE VALUATION WITH SMART TECHNOLOGY SUPPORT



Under the motto ‘the real estate experts’, Value AG encompasses the entire value-added chain of expert surveying services when it comes to inspecting, evaluating and documenting real estate – from vacation rentals to specialist clinics. Smart technologies and decades of expertise are the key elements of the company’s practiced philosophy. As the largest bank-independent full-service provider, Value AG offers valuation of real estate in all asset classes – from freehold apartments to complex portfolios.

The challenge

Value AG has more than 100 experts and surveyors working throughout Germany who carry out indoor and outdoor inspections on scheduled routes. Depending on the complexity of the call, inspections can last anything from 7 minutes to 8 hours. As an innovative player in the real estate valuation market, Value AG focuses on digital efficiency, innovative processes and customer orientation. This was also the main objective of the company’s cooperation with FLS, who, based on intelligent, holistic route scheduling, aims to fully automate internal processes in order to provide the best possible customer experience.

The solution: Optimized expert deployment through fully-automated intelligent scheduling

Thanks to FLS VISITOUR, Value AG now employs an intelligent core system for scheduling appointments and routes that ideally incorporates existing call types and resources. By configuring call management for web-based real estate inspections, the innovative real estate evaluators have developed a smart unique selling proposition within the industry for automating internal processes and thus increasing efficiency in the long term.

VALUE AG

Industry:

Technical Inspections / Safety Experts

FLS product:

FLS VISITOUR

Requirements:

- Introduction of software-based intelligent route scheduling for a growing number of surveyors and experts
- Transparency for a complex call portfolio of varying contract work (such as real estate inspections, floor space measurements, etc.)
- Increase in process efficiency: Consolidation and automation of internal (planning) processes

Benefits:

- Reducing the workload for office staff thanks to fully-automated scheduling and intelligent route scheduling
- Precise planning and optimum punctuality management through the use of FLS Speed Profiles
- High customer and employee satisfaction
- Less mileage and shorter waiting times

More information: www.value.ag

MORE ►

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The use of FLS Speed Profiles makes route scheduling increasingly accurate by incorporating historical traffic data and is a crucial step in punctuality management. By investing in smart FLS real-time technology, Value AG continues to facilitate the work of its surveyors and experts through innovative approaches.

With FLS as our technology partner, we look forward to further extending our lead as an innovative, efficient and customer-oriented full-service provider in the real estate valuation environment.

Jens Honigmann, Board Member Value AG

The benefit

By using integrated, intelligent route scheduling, digital planning processes were created throughout and internal processes further automated. This ensures efficiency and 100% transparency of upcoming calls and applied resources. It additionally guarantees that surveyors and experts are in the right place at the right time anywhere in Germany and that even complex calls are scheduled as efficiently as possible. And this always depending on the call type and duration, the employee's skill set and other restrictions. For instance, unforeseen absences can be taken into account, too. Precise scheduling and punctuality management also ensure high customer and employee satisfaction in the long term – two unbeatable competitive advantages in the turbulent real estate valuation market.



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