

PropertyGuru + Atlassian

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PropertyGuru: Boosting Efficiency with Atlassian ITSM

PropertyGuru, a dominating force in the world of Real Estate PropTech, experienced a transformative shift in resource management when it embraced Atlassian’s Jira Service Management. With the adoption of a centralized Application Tracking System (ATS), they unlocked superior efficiency, improved collaboration, and experienced an impressive return on investment (ROI), propelling their operations to new heights.

 **ATLASSIAN** Partner

INDUSTRY

Real Estate Property Tech

LOCATION

Southeast Asia

COMPANY SIZE

1,700+

NUMBER OF USERS

600 users

ATLASSIAN PRODUCTS



Jira Software
Plan, track, and release



Jira Service Management
High-velocity ITSM

APPS



Multiple Filters Chart Gadgets

Introduction

In the highly competitive landscape of Real Estate PropTech, PropertyGuru found itself battling the constant challenge of procuring top-tier tech talent at a rapid pace. Amidst the restrictions of the market and visas, their need for outsourcing amplified, leading to process gaps, budget constraints, and complex coordination. This prompted PropertyGuru to reimagine its resource management approach, turning to Atlassian's Jira Service Management for a solution.

Challenge

PropertyGuru's journey was fraught with obstacles. The company grappled with confusion and delays in managing hiring requests across departments, largely due to outdated manual procedures and endless email threads.



Solution

PropertyGuru took the initiative to overhaul its resource management approach. They implemented a centralized IT Outsourcing platform powered by Atlassian's Jira Service Management. This innovative solution efficiently streamlined resource requests, facilitating unmatched transparency, alignment, and coordination, thus effectively reflecting the strengths of established platforms such as PageUp and Workday.

Impact

The integration of Jira Service Management propelled PropertyGuru's resource management strategy to new heights. The platform's real-time visibility and dynamic tracking capabilities revolutionized collaboration and decision-making processes.



As a result, hiring, budgeting, and approvals saw significantly improved outcomes. Brace yourself for an impressive ROI, with operational efficiency skyrocketing by 60% and transparency reaching a flawless 100%.

Conclusion

PropertyGuru's journey is a testament to how adopting Atlassian's Jira Service Management can empower growth. Through a centralized IT Outsourcing Desk, PropertyGuru experienced unprecedented efficiency, absolute transparency, and seamless collaboration. This inspiring success story underscores the unparalleled potential of technology and teamwork in propelling success within the dynamic domain of Real Estate PropTech. Get ready to revolutionize your resource management success with Atlassian.

To learn more about ITSM solutions, contact Akeles, your local Atlassian Solution Partner in Singapore.

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