

Back to work as (un)usual

The importance of tech solutions & flexible approaches in the new office environment



As South Africa relaxes into alert level 2 of the national Covid-19 lockdown, the further relaxing of restrictions and reopening of the economy means more businesses will be resuming operation and more employees returning to work. While it may feel like life is getting back to “normal”, businesses will have to ensure they are ready for the new realities that come with operating during a pandemic.

For companies like Quoin Online, whose business model has always been based on conducting property transactions in the virtual sphere, this means kicking their operations into top gear rather than having to reinvent themselves.

When lockdown was at its most restrictive, the challenge for companies was how to manage a workforce operating remotely while maintaining productivity and ensuring the physical and mental well-being of their staff.

Now, however, businesses will first have to decide whether to return to the workplace or continue working remotely. And those who do decide to resume office operations will be faced with the additional challenge of how to ensure they will be bringing back workers to a safe environment where they are able to practise physical distancing and other required health protocols. For these companies, the physical distancing requirement may necessitate having more space available – but possibly for shorter periods of time, particularly if they are going to allow staff the option of working between home and the office.

The sad reality for some businesses is that they will close, or that some of them may no longer be able to afford to lease space, both of which will result in a number of new vacancies coming on to the market.

Flexibility and creativity required

Whatever the scenario, the “new normal” and move toward a post-Covid working environment is going to require a fair amount of flexibility and a creative approach to doing business.

For landlords, possible solutions to the new challenges will include flexible leasing and offering shared working spaces with small common areas, as a cost-saving option for potential tenants. And as the use of technology enabled remote working, thereby making it possible for many companies to continue operating throughout lockdown, many solutions to the new challenges being faced as business reopen, may also be found in tech.

In the property industry, in particular, technology can and will be an important factor in shaping its future, and the early adoption thereof will not only enhance sustainability and continuity but contribute to efficiency, cost saving and profitability. This is where Quoin Online is well positioned to exercise its unique selling proposition, having focused its efforts on the use of technology to market and conduct transactions in a virtual space long before Covid-19 forced businesses to do so.

Property industry innovators

When Quoin Online was launched, founders Wayne van der Vent and Karen Miller’s focus was on the transactional element of property sales and leasing, and five years later they remain the only platform through which every part of the property

transaction can be completed online – from start to finish. Their platform affords clients convenience, while also allowing them to transact online and giving brokers, potential buyers and tenants direct access to sellers and landlords.

Quoin’s platform gives clients the option of comparing multiple properties on their comparator site and taking a virtual tour of them. Rather than acting as a broker, through its comparator site, Quoin Online enables tenants to directly view all landlord vacancy listings within an area, price range, or size. This not only allows brokers and tenants the flexibility to view multiple offerings, but also supplies all the information needed to make a correct and informed decision.

Quoin Online also gives clients direct online access to information and documentation, and allows clients to transact directly with all sellers or landlords and draw up the required documentation within the portal by populating existing templates. The platform is branded to client specification and provides accurate information, eliminating manual intervention and error.

Benefits of using tech in the property sphere

Among the most significant benefits the use of technology can have for landlords are increased efficiencies and cost saving.

Efficiencies

- Live Data is aggregated from the landlord’s property management system, eliminating the need to manually prepare, update and disseminate monthly vacancy schedules to brokers.
- Quoin’s platform includes direct integration to online marketing channels, while YouTube videos and virtual tours eliminate the need for a first viewing by prospective tenants.
- All relevant documentation is available online, eliminating the need for manual scanning and uploading of documents, and signatures can be automated.
- Instant credit verification and FICA application

Cost saving

- The marketing feed to Property24 and other online commercial channels results in direct enquiries to the landlord.
- The verified application process confirms FICA documentation and automates credit checks from the credit bureau, eliminating the need for an administrator.
- The system allows all vacancies to be managed by the landlord, who is able to administer multiple vacancies seamlessly.

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Quoin Online offers cutting edge technology solutions for the sale and rental of commercial properties. From marketing, due diligence and transacting, it is all done online.

To find out more about our software solutions,
contact **Karen Miller** at **083 327 2072** or **karen@quoinonline.co.za**
To view properties to buy or let, visit **www.quoinonline.co.za**

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