UAE Mall Operator Cuts Admin Work by 50% with INTECH's Custom ERP Solution

Summary

As a prominent UAE-based commercial real estate group expanded its mall portfolio, manual processes began to slow operations and strain internal teams. INTECH implemented a custom Odoo ERP solution tailored to the client's leasing and finance workflows. Within 12 months, the company reduced administrative overhead by 50%, accelerated lease approvals by 25%, and cut operational costs by 35%.

About the Client

The client is one of the UAE's leading commercial real estate developers, operating a rapidly growing portfolio of premium shopping malls across the country. With properties located in key urban and suburban centers, the group attracts a diverse mix of international retail brands, regional franchises, and homegrown businesses.

Their business model revolves around long-term tenant partnerships, high-footfall retail spaces, and delivering consistent customer experiences across all locations.As retail demand surged and new malls opened, the client's internal systems began to strain under the weight of expansion. Manual lease processing, siloed communications, and outdated data management tools created friction across departments.

The teams recognized the urgent need for a technology partner that could modernize their core leasing and financial processes, without disrupting ongoing business.

Client Challenges: Managing Growth Without Operational Slowdown

As the client expanded its mall footprint, new leasing opportunities grew but so did operational complexity. Legacy systems and manual workflows created bottlenecks, increased risk, and made day-to-day operations harder for frontline teams.

Key challenges included:

Manual Leasing Workflows

Leasing teams managed contracts using spreadsheets and paper files. This slowed approvals, caused missed renewal deadlines, and led to inconsistent terms, risking lost revenue and damaging tenant trust.

Disconnected Systems

Different teams used different tools. Leasing, finance, and operations had no single platform, making it hard to track performance, align on data, or make timely decisions.

Outdated Communication Channels

Most tenant communication happened through email or in-person visits. Without a clear system, missed requests, issues took longer to resolve, and collaboration across properties became limited.

High Admin Workload

Teams spent too much time on repetitive tasks like data entry, document tracking, and follow-ups. This slowed down service, created errors, and pulled focus from high-value work.

With expansion accelerating, the client needed a reliable technology partner who could simplify their leasing operations and support long-term scale.

Thus, they turned to INTECH for a solution that would bring structure, visibility, and efficiency to their business.

INTECH's Solution: Customized Odoo ERP for Streamlined Operations

INTECH designed and implemented a customized Odoo ERP solution specifically crafted for mall operators. We built the solution from the ground up to solve the client's challenges and help them grow smoothly.

Here are the key features of the solution:

Lease Lifecycle Management

▶ INTECH digitized every step of the leasing process from drafting and approvals to renewals and expirations. Standardized templates and automated workflows reduced legal back-and-forth and made it easy to track the status of each lease. This helped the client avoid missed deadlines and speed up new agreements.

Centralized Financial Operations

▶ INTECH built a finance module that auto-generated invoices based on lease terms and due dates. The system sent automatic reminders and applied late fees when needed. This reduced billing errors, improved cash collection, and gave the finance team full visibility across all malls.

Digital Document Signing

▶ Instead of handling physical contracts, the client now sends and signs documents electronically. This cut down paperwork, reduced contract turnaround time, and simplified the approval process for both internal teams and tenants.

Role-Specific Dashboards

▶ Leasing, finance, and operations teams each got a custom dashboard with the data they needed most, such as occupancy rates, contract statuses, and payment updates. This allowed teams to make faster, more informed decisions without relying on manual reports.

Streamlined Tenant Communication

▶ Mall teams now send lease updates, notices, and announcements directly through the ERP. With structured, automated messaging, tenants receive the right information at the right time. This reduced chasing emails or losing messages in cluttered inboxes.

With everything connected in one place, the client's business now runs more smoothly, scales more easily, and serves tenants more effectively.

Implementation Process

INTECH worked closely with the client to ensure the ERP became part of how they worked, not just a new tool on the shelf.

From discovery to go-live, we followed a phased implementation approach that minimized disruption and encouraged adoption.

Here is how INTECH delivered the solution:

1 Discovery & Alignment

We started by sitting down with leasing, finance, and operations teams to understand how they worked, where they struggled, and what success looked like. Through on-site workshops and process mapping, we documented existing workflows and identified inefficiencies, delays, and manual gaps.

2 Customization & Development

Next, we customized Odoo's core modules to fit the client's mall management structure. We configured lease templates, billing cycles, and approval workflows based on how the teams actually operated. We also built new features, including multi-property reporting and role-specific dashboards, to give each department the visibility it needed.

3 Data Migration & System Integration

We migrated historical lease contracts, tenant details, and financial records into the new ERP. To ensure accuracy, we ran data validation checks and reconciled records before go-live. We also integrated the system with existing tools to avoid any disruptions in day-to-day operations.

4 Team Training & Change Management

We provided hands-on training for leasing agents, finance teams, and property managers. Our team created role-specific user guides and hosted live sessions to build confidence across departments.

5 **Pilot Launch & Gradual Rollout**

We began with one pilot mall to test the system in a live environment. This allowed us to gather feedback, fine-tune workflows, and fix any friction points early. Once the pilot ran smoothly, we rolled out the system to the remaining locations in phases.

INTECH focused on building trust with teams, reducing risk, and making sure the system was adopted and remained sustainable.

Key Outcomes

Within 12 months of going live, the client saw major improvements in how their malls operated.

Here are the key outcomes:

50% reduction in administrative workload: The client now automates tasks that once required hours of manual effort.	**25% faster lease processing time:** Lease contracts move through approvals faster, with no delays or missed renewals.	**35% reduction in operational costs:** Automated invoicing and efficient tenant communication help the client reduce overhead.

Tools and Technologies Used

To make the solution scalable and efficient, INTECH selected a modern tech stack centered around flexibility, integration, and automation.

- **Odoo ERP:** Provides the flexibility to customize workflows, automate tasks, and ensure smooth data flow across departments.

- **Python:** Used for custom development within the Odoo framework. It supports the creation of automated workflows and custom modules.

- **AWS:** Offers a secure, scalable, and highly available cloud infrastructure. It allows the ERP to scale efficiently as the client's mall portfolio expands.