



ZeroICT Hotspot - Office Park



The Challenge:

Our customer is an integrated property group that owns, develops and manages industrial property and business space globally. With total assets under management of A\$18.5 billion and 363 business space properties under management, they are one of the world's leading listed property groups. Focused by a global downturn in property prices and lower rental yields they approached ZeroICT to provide value added services to their tenants and help make their properties stand out from the crowd and command higher lease value.

The Solution:








ZeroICT's parent company the Globaltech Solutions Group signed an agreement with the customer to provide value added IT & Telecommunications as an option for all tenants signing a lease. An amendment was made to the customer's heads of agreement adding the Globaltech Solutions group as the preferred IT & Telecommunications provider. This contract allowed the customer to offer prospective tenants assistance with all IT & Telecommunications requirements during the often stressful period of relocation - providing a real benefit and market distinction for our customer.

In addition a series of ZeroICT Hotspots were installed at key office park locations to provide an additional amenity to attract and retain tenants and visitors alike. The customer received monthly usage reports and utilised our email marketing solution to contact customers with special offers and surveys.

ZeroICT hotspots were installed in under 3 hours ensuring minimal disruption to the operations of the buildings.

After seeing significant and growing demand for usage in the hotspots the client continues to roll out ZeroICT Hotspots across their worldwide portfolio.

The Benefits:

-  Increased tenant satisfaction - the Globaltech Solutions Group assisted hundreds of potential and actual tenants with their IT & Telecommunications services - providing excellent customer service to our clients customers.
-  ZeroICT provided valuable inside intelligence assisting property managers to retain existing tenants upon lease expiry.
-  Our customers' innovative service model is recognised in the industry and assists in building business revenue.
-  ZeroICT hotspots provided a differentiator to prospective and existing tenants - the amenity increased the attractiveness of the office parks.
-  New visitors come to the office parks specifically for the ZeroICT Hotspots.
-  Tenants websites elevated in search engine rankings due to the ZeroICT Hotspot advertising further increasing customers.
-  Fully supported service with dedicated 1300 and email support teams to handle all customer enquiries.



Call us now to arrange your FREE ZeroICT Hotspot trial!