Brown Auxiliary Housing and Revela

Simplifying and Automating Auxiliary Housing
Processes Through Collaboration

"We weren't able to find a technology solution that met
our needs. Most systems either had too much
unnecessary functionality, and they were unable to
deliver a solution that fit our use case."

According to Tracy Mansour, the Director of Auxiliary
Housing at Brown University, is the reason why Brown
chose to work with Revela.

Brown Auxiliary Housing manages 33 properties
around Brown's main campus in Providence, RI. Their
team is responsible for leasing, resident management,
coordinating with facilities for repairs, parking, and
billing for their Undergraduate, Graduate and Faculty
and Staff Housing. In addition to these traditional rental
properties, Brown Auxiliary Housing also administers a
Visiting Scholar rental program which offers short-term
rentals that are either paid for by a sponsoring
department or the individual themselves on a case by
case basis.

Brown required a solution that would give them the
flexibility to manage both their traditional housing and
Visiting Scholar Housing, while also automating their
back office tasks that were previously being managed
through spreadsheets and paper processes.

Understanding these requirements, Revela began
configuring their platform and delivering additional
features as needed to meet Brown's use case. Revela
was able to successfully adjust the scope of their
property and asset software platform to fit the use case
of Brown Auxiliary Housing by working very closely with
Brown.

Client Overview

The Brown University Real Estate &
Auxiliary Housing Office is responsible for
all aspects of the University's commercial
& residential real estate transactions &
operations. From leasing & managing
auxiliary housing to large scale
development projects, they work within
the framework of Brown's master plan to
manage the development, acquisition,
lease, sublease and disposal of real estate.

Revela Solutions Utilized

Leasing and Resident Management

Online Applications

Reporting

Custom Workflows

Summary of Benefits

Streamlined leasing, resident assignment
and billing processes each semester.
Saved countless hours of manual data
entry each semester.

Eliminated paper applications.

Brown Auxiliary Housing and Revela
continue to work together to improve
management processes across the
organization.

Custom Solutions for Brown:
Visiting Scholar Program Management

Delivering the appropriate technology for Brown Auxiliary Housing's Visiting Scholar Program was the most challenging part of Revela's implementation process. In order to ensure a successful deployment, we not only had to develop the functionality, but we also had to ensure a smooth transition for Brown's existing data and staff from their old process to the new.

To build the new feature, we worked directly with Brown's team to understand the business processes associated with their Visiting Scholar Program. We did this by having a weekly phone call to discuss and diagram, so that over the course of the week we could develop and deploy the new feature to Brown for testing. By employing this agile development method, we were able to complete this feature well before the deadline we established at the beginning of the implementation process.

We managed the process of changing the process from the old spreadsheet and paper to the web based tool in Revela by flying out a representative to work with the key team members at Brown in person to explain how the new process worked and to provide live training. This process was critical to the successful deployment of Revela's solution to Brown.

Automated Data Collection:
Reporting, Billing and Parking

Data collection, input and reporting was a significant problem for Brown Auxiliary Housing, and was one of the primary reasons they chose to implement Revela. As part of Revela's implementation process, Brown and Revela sat down and laid out each back-office process and configured Revela to match that process while allowing data to flow from one area of the application to automatically populate reports.

By implementing self-service online applications that prospective renters can fill out on their own, and tying those applications to customized reports in Brown's user view, Revela was able to automate the data collection and reporting process for Brown.

These reports could then be exported in the correct format to integrate with Banner (Brown's student billing system) and WorkDay (Brown's billing system for everyone else). By automating these reports, Revela has dramatically decreased the amount of time spent on billing each semester, and has improved data accuracy by creating a single database of leasing, resident and property data.

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