Lease**Pilot**

Implementation

How it works +
what to expect

2019

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Lease Pilot

How to get started with LeasePilot

LeasePilot implementation is designed to be fast, comprehensive, and most importantly, require minimal effort on your part. Before getting started, we recommend that every new LeasePilot customer appoint an implementation lead to be the primary point of contact during the process. Here's what to expect:

1/ Send us your forms

This is a simple one: just send us your forms and option language.

Our Customer Success team will spend 2-3 weeks thoroughly reviewing the documents, running redlines, identifying asset-specific variability, looking for inconsistencies between forms, and generally giving a comprehensive audit of your existing language library.

We've never met a language library that didn't have at least a few errors and inconsistencies. And that's to be expected. As you buy and sell assets and resolve tenant disputes, your language will change. All too often, however, many of these changes aren't reincorporated back into your base language library. Those are the inconsistencies and errors we're looking for and flagging during our audit.

2/ Implementation Kickoff

The next step in the process is the implementation kickoff meeting where we have three primary goals:

Resolving inconsistencies

Our team of experienced real estate lawyers and senior paralegals will review the inconsistencies and/or errors found during your initial audit. We'll provide recommendations according to industry best practices and work towards a resolution with your legal team.

Configuration design

This is the exciting part. We'll present our recomendation for a LeasePilot configuration customized to meet the specific needs of your organization. From there, we'll discuss additional opportunities we've identified to add more functionality and work with you to arrive at a finalized plan.

Implementation timeline

To wrap things up, we'll iron out a timeline for the rest of the implementation. It typically takes 6-8 weeks to complete an implementation, but the length of the timeline can vary considerably depending on the number of assets you have and the amount of language that needs to be onboarded. Once each team has its marching orders, it's off to the races!
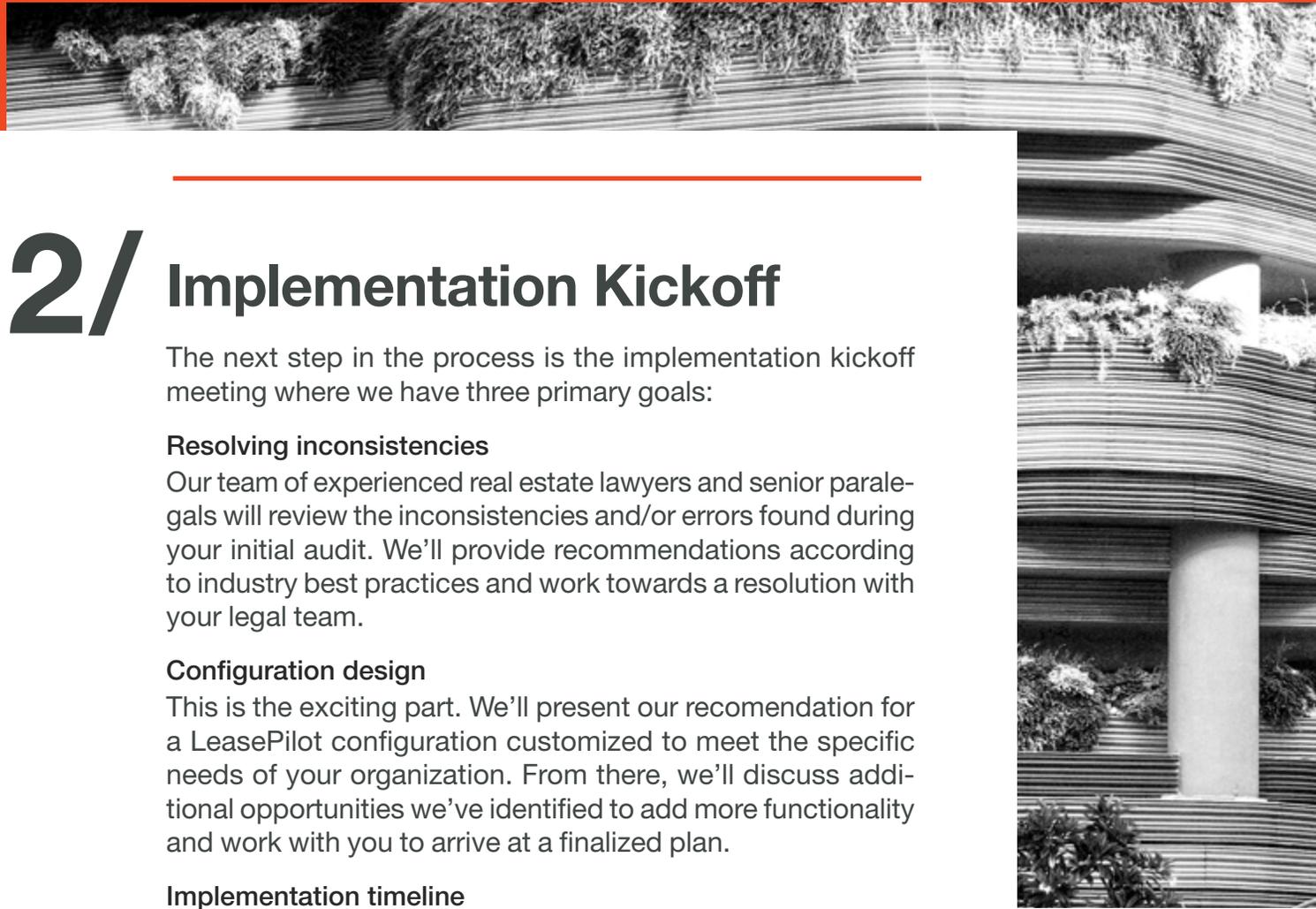
3/ Onboarding

This is where the magic happens. Our team of veteran lawyers- and leasing-paralegals-turned-programmers build a connected framework for your entire leasing and asset portfolio.

What exactly does that mean? Think of it like an engineering schematic: we're mapping every dependency and contingency to build a complex network of if/then logic behind the scenes. We do this using a programming language invented by LeasePilot CTO Itzik Spitzen called SML.

During the onboarding portion of the implementation, you'll have weekly check-ins with our Customer Success team to discuss status updates and any issues or ambiguities that emerged in the previous week. In most cases we'll be able to resolve the issues with you on the call, but occasionally we might give you some light "homework" if new language needs to be drafted or significant changes are required.
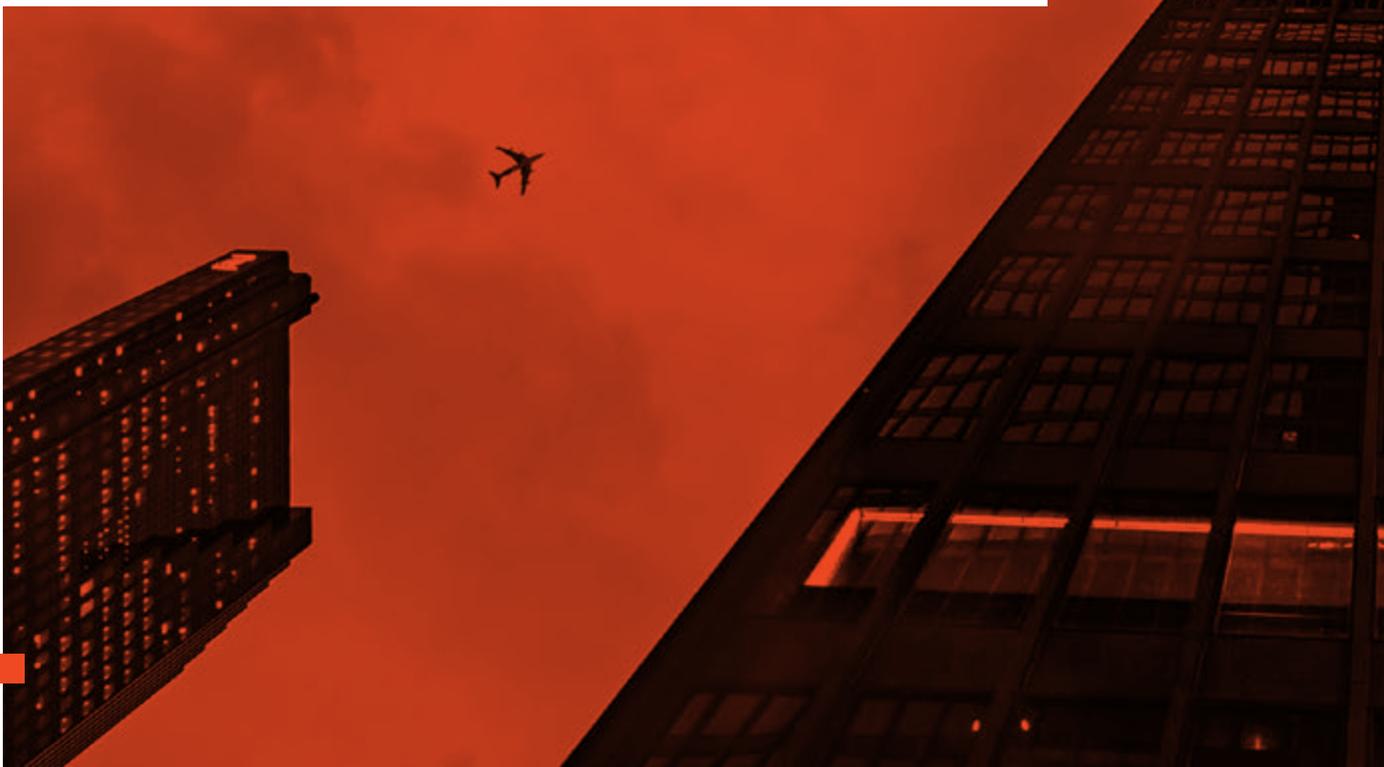
4/ Training & Testing

After your forms are onboarded and your custom LeasePilot configuration is built, you (or your designated implementation lead) will meet with our Customer Success team for a basic walkthrough and training session, after which you'll receive a shiny new set of LeasePilot login credentials.

The two weeks that follow are a dedicated QA/testing period of the software. This serves two purposes: First, it offers a no-pressure opportunity for you to familiarize yourself with how LeasePilot works. Second, it allows ample time to put the implementation through its paces to ensure everything is working as it should. If you do encounter any problems or issues, we'll make sure to fix them right away.

5/ Orientation

After the testing period concludes, you and your entire team will spend one-on-one time with the Customer Success team learning the ins and outs of the software. You'll learn how to draft a new lease, run redlines, add custom sections, and make revisions. We've built LeasePilot to handle the entire leasing workflow from first to final draft.

You might be wondering...

We've covered the basics of LeasePilot's Implementation process, but migrating your entire language library onto a new platform is sure to prompt a few questions that we might not have addressed yet. To help with that, we've collected answers to some of the most common questions we get and put them in this handy FAQ.

What are my team's responsibilities during implementation?

Teamwork makes the dream work, as the saying goes. We do the heavy lifting, but a successful implementation will require collaboration between your team and ours. For companies with large portfolios, we ask that only one or two team members be appointed as a customer-side implementation lead. This allows for more fluid communication during the process.

As your team and ours collaborate on the implementation timeline during the kickoff meeting, we'll choose a mutually-agreeable time for a weekly check-in. During the check-in, we'll update you on what we did in the previous week and set goals for the following week.

Outcomes

100% reported significant improvements in lease and amendment language

78% added new and consistent option language

67% found and corrected inconsistencies or errors in forms

How long does the process take?

Implementation time is highly correlated to the number of forms and options you have as well as the current organizational status. But in most cases it takes 6-8 weeks to go from implementation kickoff to completion.

Can I change my forms after onboarding?

Absolutely. If you ever need to update or change the language in your forms, LeasePilot has a built-in form manager which allows you to make global changes to your base language. For more complex changes like adding/removing/editing assets or making style changes, just email or call our Customer Success team and we'll handle the rest!

How much time will I spend on this?

Once we begin onboarding your forms (after the implementation kickoff meeting), most customers report that their team spends 1-3 hours per week resolving questions and drafting new language for features and options that were recommended additions during the kickoff meeting.

Does LeasePilot work with other platforms?

It sure does. Currently, we have established partnerships with VTS and MRI, but if you're not using either platform, worry not! LeasePilot was built with a robust API that can connect to any platform that embraces the open software ecosystem. For customers with custom-built financial applications, our engineers will work with your IT department to design a raw XML export that can be used any way you so choose.

About the Customer Success team

Led by a former CRE general counsel with real estate attorneys and senior leasing paralegals to round out the rest of the staff, our Customer Success team has the legal know-how, experience, and overall industry expertise to handle just about any challenge you can dream up. We know leases inside and out, and we're applying the same knowledge, attention to detail, and expertise that made us great lawyers and paralegals to every LeasePilot implementation.

We truly see our customers as partners. Their success is ours, so there's nothing we love more than hearing a customer tell us how much easier LeasePilot makes their day-to-day. Some have even gone as far as telling us that we've made leasing fun.

I've spent my entire career in real estate law and never once heard the word "fun" used to describe leasing. In the last 18 months at LeasePilot, I've heard it from several different customers. I literally cannot think of a better endorsement.

- Nadine Ezzie | Vice President, Customer Success

Talk to an expert.

We have a lot of them.

LeasePilot was built by commercial real estate attorneys to meet the highly specialized needs of the commercial real estate industry. Our team is stacked with former real estate lawyers (including a GC), senior paralegals, and even a landlord. In short: we're on your level. Give us a call, send us an email, or poke around our website. You'll get the answers you need.

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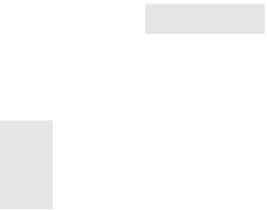
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