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KPOs getting lease administration work

SHOBHA MATHUR
ENS ECONOMIC BUREAU

Chennai, June 12: Offshoring of real estate lease administration work to India still being in a nascent stage, not many players specialise in this domain knowledge. Of the few present today in the country, NTrust Infotech Pvt Ltd, an IT and KPO services provider which set up operations in Chennai about four years ago, has been increasing its reach tapping tenants in the US and Europe who lack time to manage this non-core activity.

The company, which recently opened its second knowledge centre in the metro, is targeting 30 percent growth this year compared to the 26 percent growth per annum earlier.

"NTrust handles about \$3-4 million worth of off-shoring work. But lease administration work in the US is worth \$10 billion today while in Europe it has only opened up in the last couple of years," Chief Operating Officer R Janakiraman told Express.

Tenants who have multiple properties like chains of restaurants are prospective clients. The KPO provides back office support of lease administration through its software and manages the data system on a regular basis while the front office work of interacting with the customer is undertaken in the countries concerned.

"We are managing the property leases of a leading interna-

tional property manager in the US who is a third-party manager of property for corporates. In association with us, he has been able to achieve a faster turnaround time for acquisition of new customers. He now does not have responsibility for lease administration, which was a constraint in his growth," Janakiraman said.

Lack of quality manpower resources to administer leases, which are long term along with the unwieldy US legislation incorporating complicated protection clauses for both parties, has made acceptance of off-shoring work for non-core activities the norm in the US. The lower labour costs by 30 to 40 percent when undertaken in countries like India, are the major factors for lease administration work to be sourced to India.

Janakiraman said lease administration work was considered paralegal in the US, and legal experts were required for the job, which India had in abundance.

NTrust plans to increase its headcount from 170 to 250 to 300 by the end of the year to cope with the increasing workload. MBAs, chartered accountants and graduates in accounting and commerce predominate. Janakiraman added that the possibility of setting up a single, large knowledge centre to house all their staff under a single roof might be taken up next year.