

CASE STUDY

6–7 Hours Back, Every Week.

How BresicWhitney connected its tech stack and eliminated duplication with Inspection Express



BRESICWHITNEY

Chantelle Collin,
Head of Property Management
Using Inspection Express & TAPI for 5–6 years

From four disconnected pain points to measurable hours back – across a portfolio of close to 5,000 homes

About BresicWhitney & Chantelle Collin

BresicWhitney is a residential property management agency where Chantelle Collin serves as Head of Property Management, overseeing a portfolio of close to 5,000 homes. With almost 30 years of experience in the industry, Chantelle and her team have been using Inspection Express for five to six years.



CHALLENGE

A Disconnected Process Holding the Team Back

Prior to Inspection Express, BresicWhitney's process was really quite disconnected. Across a portfolio approaching 5,000 homes, that disconnection showed up in four specific ways:



Couldn't Action Things Quickly

Tasks moved slower than the business needed the team couldn't respond fast enough.



No More Duplication

Everything integrates – the team stopped having to duplicate work across tools and systems.



Workflow Wasn't Seamless

From one step to the next, the flow broke down – creating friction across the whole team.



360 Cameras + AI

The introduction of AI comments and 360 cameras boosted the time savings even further on top of the integration gains.

“Prior to having Inspection Express and TAPI, it was really quite disconnected. Team can't action things quickly. It's lost in the process. The workflow's not seamless. There's a lot of duplication and replication, which just takes time.”

- Chantelle Collin Head of Property Management, BresicWhitney



RESULTS

Hours Back, Across 5,000 Homes

Less duplication. More transparency. Time back in every PM's week.



6-7 hrs

Back per PM per week
Across ~5,000 homes



Zero

Complaints at rollout
Team adopted it immediately



More

Time for customer service
PMs focus on what matters



“I had to check with my operations manager to see if it was actually switched on – because there was no feedback from the team, which was just so unusual when we've implemented other things in the past. The time saving piece is just so significant. It just gives PMs more time back in their day to really focus on customer service.”

- Chantelle Collin Head of Property Management, BresicWhitney



SOLUTION

Connected, Not Disconnected

Inspection Express integrated with PropertyTree and TAPI keeping the team out of disconnected systems, eliminating duplication, and creating transparency across the whole workflow.

STEP 01
INSPECTION EXPRESS



Inspect & Flag

Conduct the inspection in Inspection Express and flag issues on the spot no double handling.

STEP 02
INSPECTION EXPRESS



One-Tap Send

Finalise the report flagged items post directly to TAPI. No re-entry, no delays.

STEP 03
TAPI



Picked Up

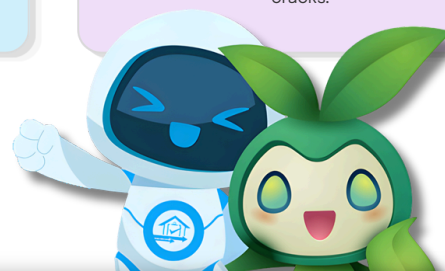
TAPI takes the job: assigned, tracked and actioned. Nothing falls through the cracks.



**INSPECTION
EXPRESS**



tapi



Inspection Express is property inspection software built for AU and NZ property managers. **Tapi** is a maintenance management platform. Together they cover the full property lifecycle from inspection to resolution without the double handling.



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