

Scaling with Confidence

How Ray White 360 Property Management transformed operations with Inspection Express



RAY WHITE 360
PROPERTY MANAGEMENT

Nelly Williams, Operations Manager
NZQA Level 4 Property Management
Certified

From admin-heavy inspections to streamlined, scalable operations across 1,800+ properties!

About Ray White 360 Property Management & Nelly Williams

Ray White 360 Property Management is a high-volume residential agency in Auckland, New Zealand, operating under the renowned Ray White franchise and managing a portfolio of over 1,800 properties with a large, field-based team across Auckland. **Led by Operations Manager Nelly Williams** – NZQA Level 4 Property Management **Certified with a decade of dedicated experience** – focuses on consistency, efficiency, and quality at scale, bridging the operational and frontline to ensure every property manager has the tools, processes, and standards to deliver exceptional service, inspection after inspection.



CHALLENGE

A Manual Process Straining Under Portfolio Growth

Before adopting Inspection Express, Ray White 360 Property Management **relied on more manual systems** for conducting and reporting property inspections.



Portfolio-level visibility was clear, but **individual inspections lacked consistency**, with no standardised framework to ensure every report met the same high bar.



Reporting was **time-consuming**, back-end admin was heavy, and with the portfolio rapidly growing past 1,800 properties, the **existing process clearly could not scale further**.



Inspection days were gruelling for property managers – **long hours in the field** followed by equally **long hours completing reports**.



The agency **needed a solution to lift reporting standards**, drive team-wide consistency, and help property managers manage their workload more effectively without sacrificing quality.



SOLUTION

A Smarter Way to Inspect – Built for Scale

Inspection Express gave Ray White 360 a platform designed for exactly the kind of high-volume, team-based operation Nelly oversees.



While any system change requires a period of habit adjustment, onboarding was smooth and the team adapted quickly once they experienced the benefits in the field.



The AI-generated comments capability dramatically reduced the writing burden on property managers, turning a significant after-hours admin task into a fast, consistent process.



The 360° camera functionality immediately stood out, elevating the quality and depth of inspection reports in a way that built tangible confidence with landlord clients.



Inspection Express delivered what was difficult at scale: standardised, professional reporting ensuring every inspection met the same high standard regardless of who conducted it.

The result was a process that once felt like a grind becoming genuinely manageable.



“The 360 camera functionality has been a standout, along with the ability to standardise reporting across a large team. From an operations perspective, having better visibility and a more structured process has made a real difference. It's not just a tool for PMs – it supports the whole business.”

– Nelly Williams, Operations Manager

RESULTS

Operational Excellence Delivered Across 1,800+ Properties

Since implementing Inspection Express, Ray White 360 has seen meaningful time savings per inspection – and across a portfolio of 1,800+ properties, those savings add up fast.



Consistency has improved significantly, with every report now meeting a higher standard regardless of who conducts the inspection.



Report quality has also strengthened landlord relationships, reducing back-and-forth and building confidence with clients.



For Nelly, the biggest shift has been operational: a process that once felt admin-heavy is now structured, visible, and built to scale.

“If you're growing or want to grow, you need systems that can scale with you. It's not just about saving time – it's about consistency, visibility, and lifting the overall standard of your service. Once the team gets used to it, it becomes hard to imagine going back.”

– Nelly Williams, Operations Manager



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