

Operational Excellence for Property Management Firms

Scalable support across accounting, leasing, property operations, and asset management functions

THE CHALLENGE

Property management teams are under execution pressure

Managing properties requires tighter coordination across finance, leasing, maintenance, vendors, residents, and owners.

0 1

Staffing & Retention Pressure

Difficulty hiring and retaining qualified operational talent across accounting, leasing, and property operations

0 2

Increasing Administrative Burden

Growing portfolios create more reporting, accounting, leasing, and documentation requirements

0 3

Service Expectations Continue to Rise

Owners and residents expect faster responses, greater transparency, and consistent service delivery

0 4

Operational Scalability Constraints

Portfolio growth often requires significant increases in staffing, training, and management oversight

0 5

Fragmented Processes & Systems

Multiple properties, vendors, and systems create inefficiencies and reporting challenges

0 6

Cost Control Pressures

Balancing service quality while managing payroll and operating expenses remains a constant challenge

As portfolios expand, operational demands often grow faster than internal capacity. Property management firms need scalable execution support that strengthens service delivery without increasing organizational complexity.

O U R D I F F E R E N C E

Your execution layer for scalable property management operations

Property management companies face increasing pressure to support growing portfolios while managing staffing constraints, operational complexity, and rising service expectations. OHI acts as an extension of your team, providing dedicated support across accounting, leasing administration, maintenance coordination, reporting, and operational workflows. By taking ownership of recurring execution-intensive processes, we enable your on-site and corporate teams to focus on residents, owners, and portfolio growth.



Scale Without Additional Headcount

Support portfolio growth without proportionally increasing internal staffing



Improve Operational Consistency

Standardized workflows and documented processes across properties and portfolios



Reduce Staffing Dependency

Maintain continuity despite turnover, vacancies, and workload fluctuations



Free Internal Teams for Higher-Value Work

Allow property managers and leadership teams to focus on resident experience, owners, and strategic initiatives

OHI serves as the execution partner behind property management teams, supporting reliable operations, owner satisfaction, tenant experience, and portfolio visibility at scale.

W H Y P A R T N E R W I T H U S

Outcomes that strengthen property management performance

Helping property management firms improve execution consistency, operational visibility, and service quality across accounting, leasing, property operations, and asset management workflows.

Stronger Owner Confidence

Timely reporting, consistent follow-ups, and better operational visibility help strengthen owner trust and client retention

Improved Tenant Experience

Structured support across leasing, maintenance coordination, resident communication, and service tracking improves responsiveness

Faster Financial Operations

Reliable support across accounting, AP, AR, reconciliations, and close workflows improves reporting timelines and financial control

Better Vendor Oversight

Vendor sourcing, onboarding, compliance tracking, invoice coordination, and database management improve vendor control

Improved Leasing Continuity

Support across lease administration, renewals, rent roll updates, onboarding, and documentation helps maintain occupancy workflows

Scalable Portfolio Support

Flexible teams help property management firms absorb portfolio growth, seasonal workload, and operational volume without expanding internal overhead

OHI helps property management firms create a more consistent operating model—improving owner satisfaction, tenant experience, financial accuracy, and portfolio visibility across growing property portfolios.

HOW WE CREATE VALUE

Why property management companies partner with OHI

Helping property management firms scale operations, improve service delivery, and reduce staffing dependency through dedicated execution support.

Support Portfolio Growth

Take on new properties and expand portfolios without proportionally increasing internal headcount

Reduce Staffing Dependency

Mitigate the impact of hiring challenges, turnover, vacancies, and workload fluctuations through dedicated operational support

Improve Service Delivery

Maintain responsiveness, reporting accuracy, and operational consistency across properties and portfolios

Increase Operational Efficiency

Streamline recurring workflows and administrative processes so on-site and corporate teams can focus on higher-value activities

OHI serves as the execution layer behind property management operations, enabling firms to scale efficiently while maintaining service quality and operational control.

HOW WE DELIVER VALUE

An integrated property management operating model

Connecting accounting, leasing, property operations, vendor workflows, and asset reporting through one scalable execution framework.



One integrated model supporting owner satisfaction, tenant experience, financial control, and portfolio performance across property management operations

WHAT WE EXECUTE

Property management workflows we commonly support

Supporting the operational workflows that drive property performance, resident satisfaction, and portfolio visibility.



Internal teams manage residents, owners, and growth. OHI supports the execution.

WHO WE ARE

A real estate specialist built for scalable property management operations

Supporting property management firms with specialized accounting, leasing, operational, and portfolio support delivered through structured workflows and scalable teams.

20+ Years of Experience

Serving real estate clients since 2006 across accounting, finance, reporting, and operational support

Global Delivery Presence

Operations across US and India aligned to U.S. real estate workflows

600+ Professionals

Dedicated teams across property accounting, leasing administration, vendor workflows, maintenance coordination, and portfolio reporting

Enterprise-Grade Governance

ISO 27001 Certified and SOC 2 Type II Compliant delivery environment

Property Management Focused Delivery

Experience supporting owners, operators, property managers, residential portfolios, commercial assets, HOAs, and mixed-use properties

Trusted Real Estate Operations Partner

Supporting real estate organizations with scalable execution across finance, leasing, property operations, and asset management workflows.

Purpose-built to help property management firms scale execution-intensive workflows while maintaining owner satisfaction, tenant experience, financial control, and portfolio visibility.

OUR SERVICES

Integrated property management support capabilities

Integrated support across finance, leasing, operations, and asset management.

Financial Operations & Property Accounting

Improve financial visibility and reporting accuracy

General ledger, accounts payable & receivable, reconciliations, month-end close, owner reporting

Leasing & Resident Administration

Support occupancy and resident experience

Lease setup, renewals, rent roll updates, resident onboarding, move-in / move-out support

Property Management Support

Increase operational capacity and consistency

Property Administration, resident communications, maintenance coordination, documentation management

Vendor & Service Provider Management

Strengthen vendor compliance and coordination

Vendor onboarding, insurance tracking, compliance records, vendor database management, invoice coordination

Property Marketing Support

Support occupancy goals and leasing activity

Listing management, vacancy marketing, lead tracking, CRM maintenance, marketing coordination

Asset Management Support

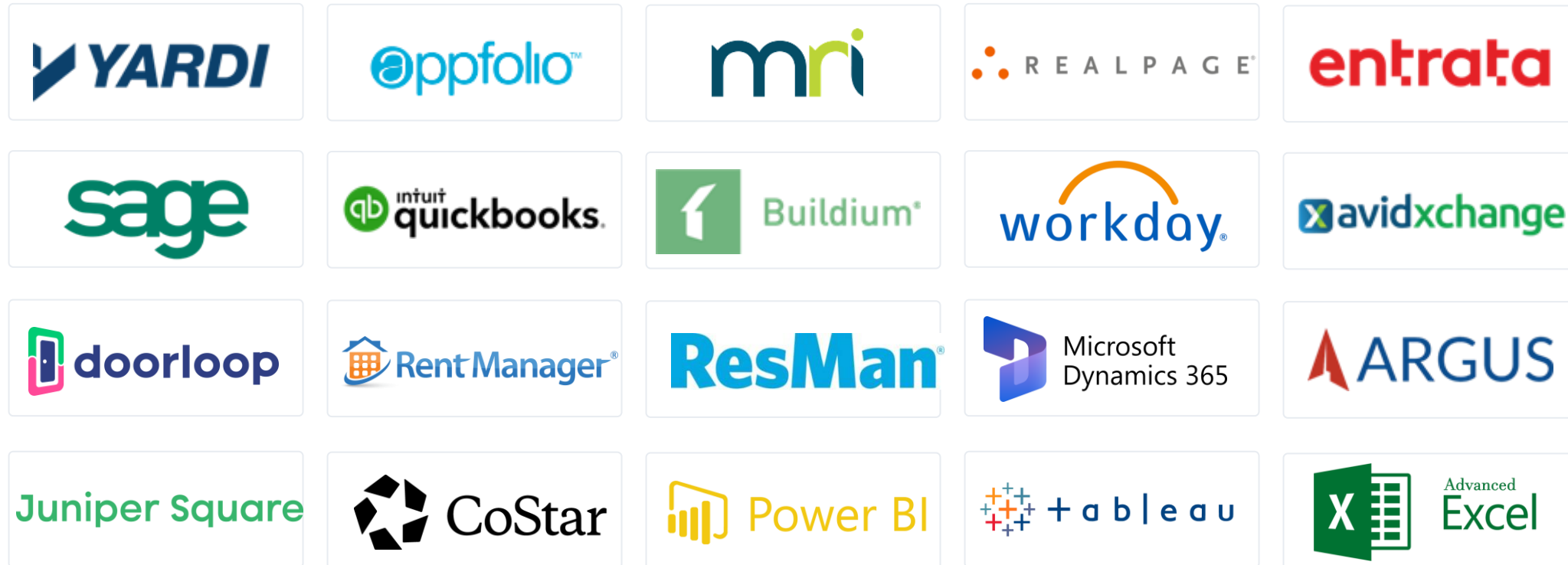
Improve portfolio visibility and decision-making

Budget reviews, cash flow analysis, variance reporting, KPI dashboards ,performance analytics

S Y S T E M S & T E C H N O L O G Y

Platform-native support across property management systems

OHI works within client systems and workflows to support day-to-day execution across accounting, leasing, maintenance, vendor management, marketing, and portfolio reporting.



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AUTOMATION & WORKFLOWS

Technology-enabled property management operations

Leveraging automation, AI, and process standardization to improve efficiency, accuracy, and scalability across property management workflows.

0 1

WORKFLOW AUTOMATION

Automate repetitive administrative and reporting activities to reduce manual effort and improve operational consistency.

Examples

- Report Automation
- Document Processing
- Utility Data Collection
- Workflow Routing
- Scheduled Data Extraction

0 2

FINANCIAL PROCESS AUTOMATION

Improve speed and accuracy across finance and accounting operations through automated workflows.

Examples

- Bank Reconciliations
- General Ledger Workpapers
- Month-End Close Support
- Exception Reporting
- Data Validation

0 3

AI-ENABLED REVIEW & ANALYSIS

Apply AI models to review, classify, and analyze high-volume transactions and documents.

Examples

- Invoice Review
- Expense Classification
- Document Intelligence
- Data Extraction
- Anomaly Detection

0 4

REPORTING & DATA MANAGEMENT

Improve visibility through standardized reporting, centralized data, and automated information delivery.

Examples

- Owner Reporting
- KPI Dashboards
- Portfolio Reporting
- Data Consolidation
- Operational Analytics

OHI combines real estate expertise, standardized processes, and technology-enabled workflows to improve operational efficiency while maintaining accuracy, control, and scalability.

CLIENT TYPES

Who we support

Supporting property owners, investors, developers, and management companies across a range of real estate operating models.

Third-Party Management Companies

Supporting accounting, leasing administration, property operations, owner reporting, and portfolio management workflows.

In-House Management Organizations

Supporting owner-operators, developers, and investment firms managing their own real estate portfolios.

Affordable Housing Organizations

Supporting affordable housing operators through property accounting, reporting, compliance-related workflows, and operational administration.

Real Estate Developers

Supporting accounting, reporting, data management, and operational support functions.

Asset Managers & Investment Firms

Supporting financial reporting, portfolio analytics, KPI tracking, and investment-level reporting.

Whether managing dozens of properties or supporting large-scale portfolios, OHI provides scalable operational support tailored to the needs of real estate organizations.

SCALABLE SUPPORT MODELS

Solutions aligned to your growth stage

From emerging operators to large multi-market property management organizations, OHI provides support models designed to align with portfolio size, operational complexity, and business objectives.

Emerging Property Management Companies

Typical Needs

- Property Accounting
- Leasing Administration
- Administrative Support
- Process Standardization

Primary Objective

Build operational capacity without significant overhead investment.

Growing Regional Operators

Typical Needs

- Accounting & Reporting
- Property Operations Support
- Vendor Management
- Portfolio Analytics

Primary Objective

Scale operations efficiently while maintaining service quality.

Large Multi-Market Organizations

Typical Needs

- Dedicated Teams
- Specialized Functions
- Reporting & Analytics
- Technology-Enabled Workflows

Primary Objective

Drive consistency, efficiency, and scalability across large portfolios.

Flexible engagement models designed to support organizations at every stage of growth.

HOW WE DELIVER

Flexible delivery models built around your operational needs

Dedicated Team Support

Dedicated professionals integrated into your existing workflows and systems.

Ideal For:

- Ongoing accounting support
- Leasing administration
- Property operations
- Reporting functions

Managed Process Support

OHI manages specific workflows with defined processes, controls, and service levels.

Ideal For:

- Accounts Payable
- Bank Reconciliations
- Lease Administration
- Reporting Support

Project-Based Support

Specialized teams deployed for transitions, backlog reduction, system migrations, and one-time initiatives.

Ideal For:

- Accounting transitions
- Data clean-up
- Lease abstraction projects
- Portfolio onboarding

Whether augmenting internal teams or managing defined workflows, OHI provides scalable support aligned with your operating model and business objectives.

TRUST & GOVERNANCE

Secure, compliant, and controlled delivery

Enterprise-grade governance designed to protect financial data, tenant information, vendor records, lease documents, and portfolio reporting workflows.

ISO 27001 Certified

Information security management aligned with global standards

SOC 2 Type II Compliant

Operational controls supporting secure and reliable delivery

Role-Based Access & Governance

Controlled access, NDAs, and structured delivery oversight

Secure Infrastructure & Monitoring

Encryption, MFA, secure file sharing, and monitored environments

Built to support property management firms with secure handling of accounting records, lease data, resident information, vendor documentation, and portfolio reporting workflows.

WHY OHI IS DIFFERENT

Built specifically for real estate operations

Supporting property owners, investors, developers, and management companies across a range of real estate operating models.

Generic Outsourcing Providers

-  Generalist support across multiple industries
-  Resource-centric engagement model
-  Limited understanding of property management processes
-  Reliance on client-defined processes
-  Broad administrative support
-  Staffing solution

OHI

-  Real estate-focused operational expertise
-  Workflow and outcome-focused support
-  Experience across accounting, leasing, operations, and asset management
-  Standardized workflows and process improvement mindset
-  Specialized support aligned to real estate operating functions
-  Operational execution partner

OHI combines real estate expertise, operational execution, and technology-enabled workflows to support property owners, developers, and management companies.

WHO WE WORK WITH

Trusted by property management and real estate operators

150+

REAL ESTATE CLIENTS

Supporting property managers, developers, operators, and real estate platforms

50M+

SQ. FT. SUPPORTED

Supporting commercial real estate and mixed-use portfolios

300K+

UNITS SUPPORTED

Supporting multifamily and residential portfolios

8 / 50 NMHC

2 / 25 CPE EXECUTIVE

TOP REAL ESTATE FIRMS

Clients ranked among leading U.S. real estate firms

Selected clients and partners



S E C T O R S & S E G M E N T S

Supporting diverse real estate asset classes and operating models

ASSET CLASSES



Commercial

Multi-tenant office and commercial investments



Multifamily

Affordable, market rate and mixed-use residential



Retail

Strip centers, malls, and shopping centers



Industrial

Warehousing, distribution, and logistics assets



Mixed-Use

Integrated residential, retail, and commercial portfolios

CLIENT TYPES SUPPORTED



Developers/Builders



Family Offices



Property Managers



Owner-Operators



Investment Managers



Acquisition Platforms

CLIENT IMPACT

Delivering measurable outcomes across property management operations

Selected engagements demonstrating scalable support across property accounting, leasing administration, operational reporting, and portfolio performance.

01

High-Volume AP Transition & Control

Migrated accounts payable operations, cleared invoice backlogs, and improved processing accuracy

[View →](#)

02

Affordable Housing Accounting Scale & Control

Scaled accounting operations while strengthening compliance, reporting accuracy, and audit readiness

[View →](#)

03

Accounting & Maintenance Process Stabilization

Enhanced inventory, maintenance, and accounting processes to support better decision-making

[View →](#)

04

Multifamily AR Accuracy & Operational Control

Improved rent collection accuracy and receivables visibility across a multifamily portfolio

[View →](#)

05

Property Expense Control & Visibility

Improved operating expense oversight and strengthened financial controls across the portfolio

[View →](#)

06

Multi-Entity Property Accounting Stabilization

Stabilized property accounting operations through rapid controller transition support and stronger governance workflows

[View →](#)

OWNER
RELATIONSHIPS



TENANT
EXPERIENCE



PORTFOLIO
PERFORMANCE

ACCOUNTING

LEASING

MAINTENANCE
COORDINATION

“OHI serves as the execution layer behind property management operations, allowing internal teams to focus on owner relationships, tenant experience, and portfolio performance while OHI manages the workflows that keep daily operations running consistently.”


VENDOR
WORKFLOWS


ASSET
REPORTING



OPERATIONAL
CONTINUITY



EXECUTION
LAYER



DAILY
OPERATIONS



WORKFLOW CONSISTENCY

LET'S CONNECT

Let's strengthen your property management operations

Scalable delivery aligned with your portfolio structure, property systems, accounting workflows, leasing activity, and operational support requirements.

Explore Your Current Setup

Understand your portfolio structure, systems, team capacity, accounting workflows, leasing processes, vendor operations, and reporting needs.

Define a Tailored Engagement Model

Align the right support model, team structure, scope, service levels, and transition plan across accounting, leasing, operations, and asset management support.

Initiate a Pilot or Transition

Start with a focused property management support engagement and scale based on outcomes, workflow maturity, and portfolio growth.

REACH OUT

Let's discuss your property management operations needs

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WEB [OHI](#)

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