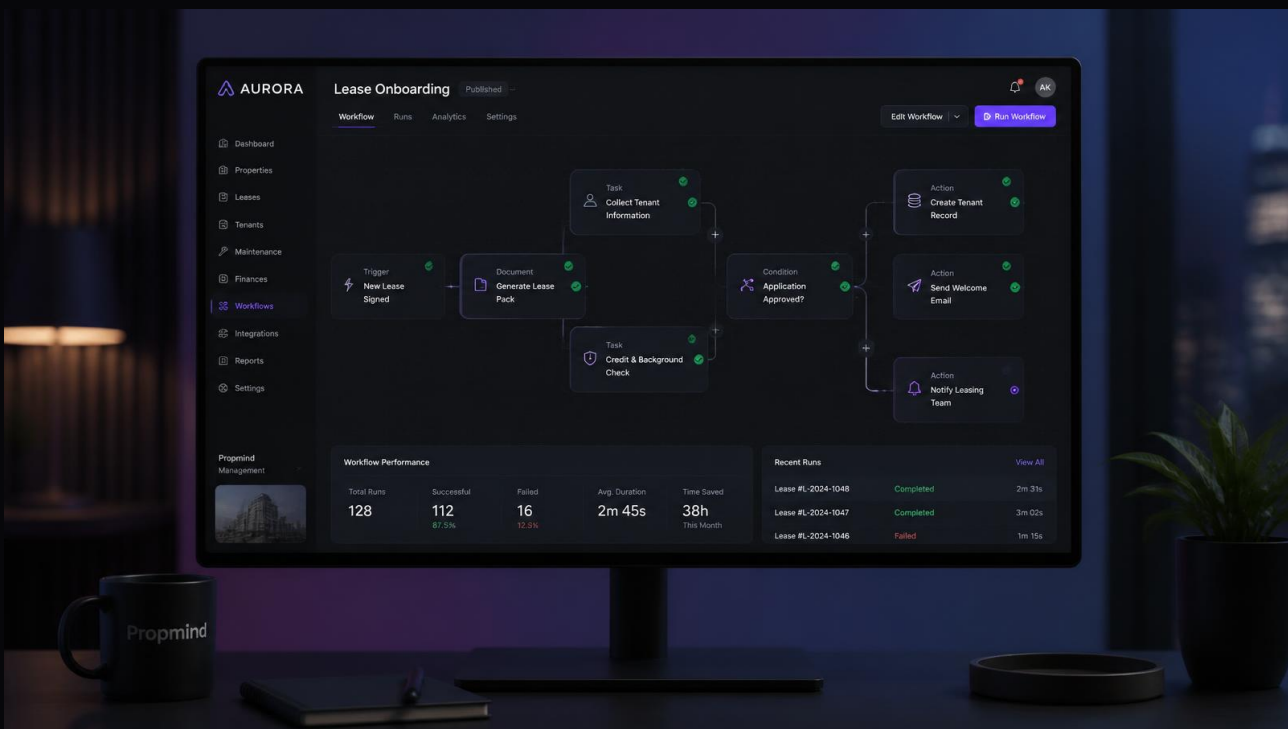


DEZMOLAB · CASE STUDY

Linden Property Group — Back-office Automation

Nine manual back-office processes replaced with monitored automations — and 1,100 hours a year handed back to the team.



Linden Property Group · Property Management
Automation Solutions · 8 weeks · Aug — Oct 2025

Overview

CLIENT

Linden Property Group

INDUSTRY

Property Management

ROLE

Automation partner

DURATION

8 weeks · Aug — Oct 2025

SERVICES

Process mapping, Workflow automation, Integrations, Monitoring

TECHNOLOGY

n8n, TypeScript, Postgres, Xero API, DocuSign API, Slack

The client challenge

Linden managed 2,400 units with a five-person back office and a spreadsheet for every gap between systems. Tenancy onboarding took eleven days and forty-one manual steps; contractor invoices were routinely paid late because approvals lived in someone's inbox.

Process Discovery

Three weeks of shadowing produced a map of what actually happens, not what the handbook claims.

- 41-step tenancy onboarding process documented end to end
- 17 spreadsheets identified as load-bearing infrastructure
- Volume and time-cost analysis to rank automation candidates by payback
- Compliance review of every step touching tenant data

Automation Roadmap

We sequenced by payback period and started with the process the team hated most.

- Nine workflows prioritised across three delivery waves
- Human approval retained wherever money or a legal document moves
- Single source of truth established in the property system
- Success defined per workflow before a line was built

Experience & Governance

Automations that fail silently are worse than manual work, so visibility came first.

- Exception dashboard showing every stalled run and its owner
- Slack alerts routed to the responsible person, not a shared channel
- Plain-English runbooks for each workflow
- Manual override on every automated path

Implementation

Orchestrated in n8n with typed custom nodes for the integrations that needed real logic.

- Two-way Xero sync with idempotent writes and reconciliation checks

- DocuSign envelope generation from templated tenancy packs
- Postgres event log for a complete audit trail
- Staged rollout with parallel manual running for two weeks per wave

What Runs Today

Nine workflows in production, monitored, owned internally and still expanding.

- Tenancy onboarding, deposit registration and compliance reminders
- Contractor onboarding, work orders and invoice approvals
- Monthly owner statements and arrears escalation

Deliverables

- Nine automated workflows with owner documentation
- Two-way sync between the property system, Xero and DocuSign
- Exception dashboard with Slack alerting
- Runbooks and internal training for two operations staff

Results

81%

Faster tenancy onboarding

1,100 hrs

Manual work removed per year

-93%

Data-entry errors

6 days → 9 hrs

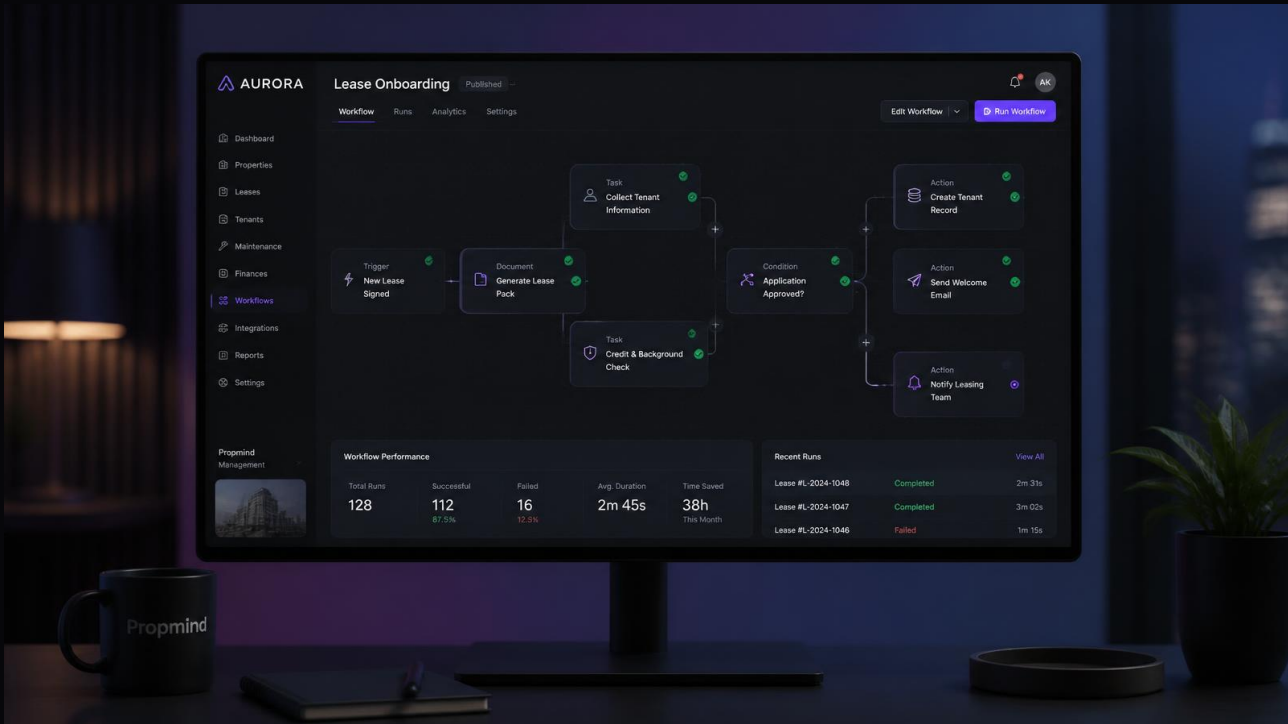
Contractor invoice turnaround

Client testimonial

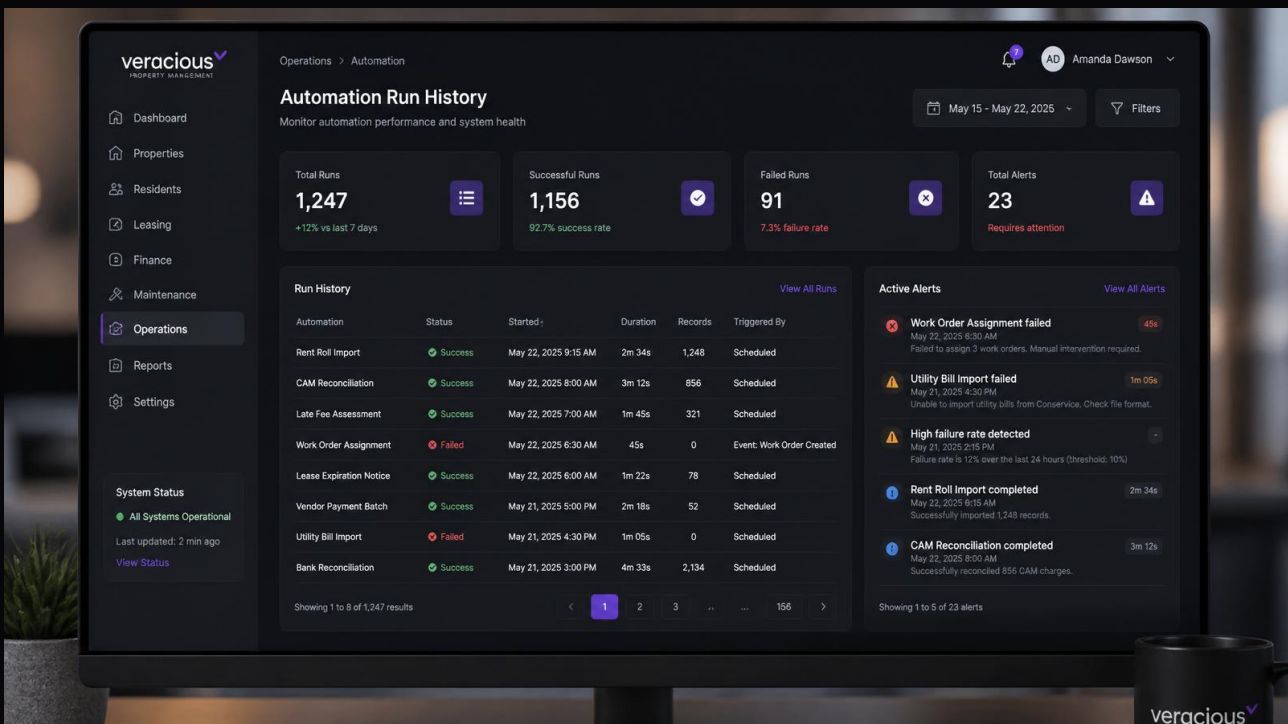
“We were about to hire two more administrators. Instead the team took on 300 extra units without adding a single person.”

Grace Whitmore — Operations Director, Linden Property Group

Gallery



Workflow orchestration overview



Exception dashboard and alerting

Conclusion

Linden Property Group came to DEZMOLAB with a business problem, not a design brief. We diagnosed it, shipped against it and measured the outcome — and the work is still running in production today.

Work with DEZMOLAB

We design, build and grow digital products for startups, businesses and enterprises. If you have a problem shaped like this one, we should talk.

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