



SUCCESS STORY

90% Sales Clearance, Zero Lost Accounts:
How TGC Property Group Transformed
Reporting with GridMate





By implementing GridMate across their Salesforce instance, TGC Property Group transformed how they collect, manage, and report client data. The solution enabled their team to deliver faster, clearer, and more comprehensive reports - freeing up valuable time and reinforcing trust with clients. The result? A 90%+ clearance rate on exclusive sales listings, and a flawless track record in client retention.





THE CUSTOMER

TGC Property Group is Australia's largest privately owned commercial real estate agency, with a legacy spanning over three decades. Formed by veterans of leading multinational real estate firms, TGC brings together deep expertise and a client-first philosophy that blends agility, performance, creativity, and collaboration.

The company specializes in delivering tailored strategies to help clients craft sustainable, long-term commercial property portfolios. Their success hinges not just on sales execution, but also on delivering honest, timely, and accurate reporting throughout every stage of a transaction.



THE CHALLENGE

- ❗ Inability to streamline client reporting
- ❗ Time-consuming data collation and presentation processes
- ❗ Difficulty accessing meaningful, actionable data
- ❗ Lack of visibility across inquiry data

TGC Property Group prides itself on delivering accurate and transparent reporting to clients.

While the team already knew what needed to be reported, Salesforce's native setup made data collation and communication cumbersome.





Their most pressing challenge: **reporting processes that weren't efficient enough**, which impacted the team's ability to focus on more proactive sales efforts. Without a streamlined way to collect, structure, and present data, the reporting process became a bottleneck - delaying client updates and adding friction to workflows.

Additionally, the team struggled with poor visibility across inquiry data. The inability to access information "at their fingertips" meant slower insights and reduced ability to make real-time client decisions.





THE SOLUTION

- GridMate deployed across all inquiry workflows
- Custom-coded PDF reports for weekly client updates
- Centralized and simplified inquiry data collection
- Tech-forward approach to communication and follow-up

GridMate was implemented to centralize and streamline TGC's inquiry management and client communication processes.





The team leveraged GridMate components to:

- **Capture and update all inquiries in one place**, replacing scattered workflows
- **Auto-generate clean, professional PDF reports** that could be sent to clients weekly
- **Present data clearly and consistently**, enabling clients to make better, faster decisions

By leveraging GridMate's grid-based components, TGC was able to bypass Salesforce's native limitations and gain far greater control over how data is collected, visualized, and reported. These improvements allowed the team to manage inquiries with greater clarity and efficiency, supporting more effective communication, stronger client insights, and faster turnaround on decision-making.

Ongoing development and feature enhancement has been collaborative and seamless, allowing TGC to continue refining the experience over time.





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THE IMPACT

- ✓ GridMate deployed across all inquiry workflows
- ✓ Custom-coded PDF reports for weekly client updates
- ✓ Centralized and simplified inquiry data collection
- ✓ Tech-forward approach to communication and follow-up

The implementation of GridMate has significantly elevated both internal workflows and client-facing communications:

- **Client satisfaction and loyalty soared** – not a single client has relisted with a competitor after working with TGC.
- **Reporting became a competitive differentiator**, earning praise in a challenging market.

"GridMate has allowed us to deliver a more seamless, transparent, and value-added experience to our clients, particularly through the detailed weekly updates we're now able to generate with ease. Even in a challenging market, these reports have helped clients make timely, informed decisions with full confidence in the process. When hurdles arise, our communication remains clear and solutions-focused - always grounded in our clients' best interests, enabling them to make the right decisions by relying on our agents' market expertise, backed by practical and tangible insights."

Beau Vella

Senior Team Administrator
TGC Property Group





TGC Property Group turned their commitment to transparent communication into a strategic advantage with GridMate. By transforming time-consuming reporting into an automated, polished process, they not only saved hours of manual work - they earned deeper trust, faster decisions, and unmatched client loyalty.

GridMate helped TGC do what they do best - sell more, communicate better, and never lose a listing.

