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Syntrus Achmea  
Real Estate & Finance

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# Syntrus Achmea Real Estate & Finance provides transparent property management with Reaturn AM

Syntrus Achmea Real Estate & Finance is an investment manager specialised in real estate and mortgages. It invests in, finances and develops real estate for the benefit of investment portfolios of Dutch institutional investors, such as pension funds and insurers. Interaction between the financial and the social added value of real estate is leading in this. Syntrus Achmea Real Estate & Finance stands for responsible return, durability, high quality real estate and transparency. It is the largest real estate investor in homes, shops and offices in the Netherlands. The company is also active in Europe, North America and Asia. The size of the total investment portfolio is currently over 14 billion Euro.

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“Our industry is a small world, everyone knows each other. Asking questions taught us that there are hardly any analysis tools available.”



## The problem

In contrast to, for example, stocks and bonds whose share prices instantly show their value, real estate within asset management is often seen as less transparent.

“Providing insight into what happens with a portfolio if you change a ‘building block’, or even the whole portfolio, provides great insights.”

To provide the asset manager with a better understanding of the total portfolio, it is important that the financial performance of this real estate becomes more transparent. “The focus of our customers and regulation authorities is also increasingly shifting towards transparency in real estate performance management and portfolio development. They want direct insight into the composition and value of their portfolio and want to be able to see instantly what an adjustment in the portfolio means in terms of value, risk and

return,” says Jaap van der Bijl, Managing Director Investor Relations at Syntrus Achmea Real Estate & Finance. “To meet this demand, our current software is insufficient. It is mainly focused on registration of real estate, not on analysing it.”

## Approach

“Controlling and forecasting financial performance of real estate is a condition for taking investment decisions and accountability. This requires a system with which efficiency, cash position and capital developments can be forecast and analysed in a uniform and standardized manner”, continues Van der Bijl. It was decided to look for a new system. For this selection, a set of about 40 demands was created. The required real estate analysis tool should in any case contribute to; further improving efficiency and transparency, improving clear forecasting of scenario calculations, improving management information (and speed of information) and increasing the service and quality to the customers.

“A survey within the branch (it’s a small world, so everyone knows each other) taught us that there are hardly any analysis tools available. Most are still focused on registration. Of the few available tools, Reaturn AM was recommended.

Further investigation revealed that this tool best met our demands, although it still needed a variety of adjustments.”

## Reaturn AM

“Reaturn AM best met our requirements, as it is focused on future cash flows. The method matched the issues of institutional investors. Within Reaturn AM, we have developed the analysis component together; these analyses focus on forecasts of future results. The calculations of portfolios in various simulations, so-called what-if scenarios, have significant added value. Making clear what happens with a portfolio if you change a ‘building block’, or even the whole portfolio, provides strong insights”, says Van der Bijl.

Because in 2011 Reaturn AM was still at the beginning of its development, there was room to influence the design of the standard software. The result of combining Syntrus Achmea’s expertise in real estate management, and the experiences of Reasult in software development

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for the real estate market, is a unique package. This package allows institutional real estate investors to show what changes occurred in the field of portfolio, asset and property management, and the results of these changes, putting them in control and the offering the ability to justify decisions to customers, but also to regulatory authorities.

## Collaboration

Results of cooperation include the ability to analyse real estate funds. Institutional investors may take advantage of the integrated reports on

“The Reasult team works in the space where IT and real estate meet and know how to properly connect these two.”

which both wholly owned real estate and shares in real estate funds are shown. When determining risk spread, the application also provides insight into the basis of the real estate funds to achieve a good mix of homes, stores and offices. Other adjustments regarded projects under development and in rent mutations. “The relationship



with Reasult was a healthy commercial cooperation, in which both parties aimed to achieve an optimal result and respected each other. The Reasult team works in the space where IT and real estate meet and know how to properly connect these two; this combined with our ‘hands on’ mentality resulted in a very constructive cooperation. It has enriched Reeturn AM as a package and we are able to offer our customers a service which others still cannot deliver”, says Van der Bijl.

## Future

To answer the question what future developments of Reeturn AM he would like to see, Van der Bijl says: “The new system will prove its worth to our customers in the coming period. The challenge will be the manner in which we will show all the available data to our customers. There are several possibilities within which visualization will play an important role.”

New modules are already being developed by Reasult, such as the already available Budget & Actuals module. Van der Bijl says: “If new modules actually have an added value to our services, we would consider implementing them. We still see opportunities in the field of acquisition and disposal analysis and valuations.”



Are you interested in the real estate software of Reasult?

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