



## 60,000 Salesforce Contracts Generated Per Year For Scape

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|  <b>Industry:</b><br>Real Estate and Property |  <b>Customer Since:</b><br>2025 |  <b>Products:</b><br>Document Studio |  <b>Features:</b><br>eSign, Doc Gen, Automation |
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### COMPANY BACKGROUND

The Living Company, Australia's leading residential platform spanning Student Living (Scape), Rent to Live, Affordable Housing, and Retirement Living (Aveo), builds purpose-driven, sustainable communities for every stage of life.

[Scape](#) is a brand of The Living Company, which operates 41 properties across major cities and is home to nearly 20,000 residents.

### SCAPE'S CHALLENGE

At scale, contract friction became expensive.

Scape relied on a third-party tool to manage rental agreements. As contract volumes grew to 60,000 per year, the limitations became clear:

- ✓ **Salesforce Integration Issues:** The tool had mapping errors and technical failures.
- ✓ **Poor UX:** Pop-ups frustrated staff and students.
- ✓ **Cost Escalation:** Pricing was based on a per-envelope model. Any contract update or resend increases costs.

These challenges were no longer workable for Scape.

### TITAN'S SOLUTION

Scape adopted [Titan Document Studio](#) for contract generation and eSigning inside Salesforce. Contract data is generated, managed, and governed within Salesforce, eliminating errors and reliability issues. Contract issuance is now faster, without pop-ups, workarounds, or disruptions.

By automating the contract lifecycle, Scape simplified execution at scale while improving user experience. Titan's pricing also removed the pressure of per-envelope fees.



## KEY RESULTS

- ✓ **60,000 Contracts Supported Annually:** Titan reliably supports up to 60,000 contracts per year, enabling Scape to scale across student accommodation while expanding into multifamily and retirement living without performance degradation.
- ✓ **Improved Platform Reliability:** Salesforce-native execution eliminated the mapping errors and technical failures that previously disrupted contract generation and signing.
- ✓ **Lower Software Costs at Scale:** By moving away from per-envelope pricing, Scape reduced the cost impact of contract updates and resends, making high-volume contract management predictable and sustainable.
- ✓ **~200 Hours Reclaimed:** Fewer technical issues and less manual intervention saved an estimated 200 hours annually, freeing teams to focus on operational priorities instead of system fixes.
- ✓ **Better Experience for Staff and Students:** Simpler workflows and the removal of confusing pop-ups reduced friction, improving usability across the contract process.

*“Titan has simplified the contract management process. We no longer face mapping issues, and contracts are being issued faster and with less effort.” Mirko Gopp, General Manager Digital, Data, and Technology at The Living Company.*