

CLIENT

Global Commercial Real Estate Services

DEPLOYED

within 28 days

DESCRIPTION

Deployed an AI-driven automation solution that improved business rates processing, reduced manual reconciliation, and gave teams real-time control.

THE IMPACT

£1B+

GROWTH CAPACITY UNLOCKED,
WITHOUT ADDING HEADCOUNT

90%+

ACCURACY RESTORED,
CUTTING ERRORS AND REWORK

5X

FASTER INSIGHT INTO LIABILITIES
AND DEADLINES

CHALLENGE

The client’s business rates function faced rising risk as reconciliation accuracy fell from 90% to 35%. Rate demands and liability orders often required rework, creating exposure to missed deadlines, penalties, and dissatisfied clients. With 150,000 council documents each year, teams were stuck with outdated systems and low-value fixes instead of resolving exceptions, leaving liabilities poorly visible and the process unable to scale.

THE SOLUTION

Unframe delivered an AI-driven automation platform that processed rate demands and liability orders end-to-end. High-confidence data was reconciled automatically, while exceptions were flagged for review. The business rates team gained real-time visibility into liabilities, billing cycles, and deadlines, and routine actions like generating challenge letters were automated. The result was fewer errors, faster turnaround, and a process built to scale.

“AI automation has taken the pain out of business rates processing. We now have accuracy, visibility, and the confidence to scale without adding cost.”

Principal, Rates Management Advisory – Leading Global Commercial Real Estate