

## **Case Study: Transforming Lease Management at GSA with G-REX**

### **Client**

General Services Administration (GSA), Office of Leasing

### **Challenge**

GSA manages over 7,500 leases across more than 175 million square feet of federal space, totaling \$5.8 billion in annual rent. Its legacy systems for lease procurement and document management required modernization to support efficiency, accuracy, and compliance. GSA needed a secure, scalable, and centralized solution to manage complex lease activities, streamline processes, and integrate with external systems.

### **Solution**

Horizon provides full lifecycle support for GSA's Real Estate Exchange (G-REX) program—GSA's mandatory system of record for all lease procurements. Built on the Appian platform, G-REX is used daily by leasing professionals nationwide. Horizon delivers both new development and operations & maintenance (O&M) services, including:

- Agile O&M, tier II-III help desk, platform upgrades, and system monitoring
- Support for 5+ Appian environments and 3,200+ users
- Integration, testing, documentation, audit readiness, and Appian infrastructure management
- Enhancements to support mission-critical initiatives and user experience improvements

### **Enhancement Highlights**

#### **1. Kahua Integration**

Extended and stabilized a MuleSoft API to fully integrate Kahua's lease milestone tracking with G-REX, ensuring multiple records sync seamlessly across platforms.

#### **2. Enterprise Document Management System (EDMS)**

Developed a custom plugin to automate nightly document syncing from G-REX to EDMS, enabling compliance with federal record retention policies while reducing Appian storage costs.

#### **3. Offer Tab Consolidation**

Redesigned compliance checklist workflows and approval mapping to align with GSA's electronic tools strategy, enhancing usability and procurement accuracy.

#### 4. Admin Tool Development

Created a new Appian site allowing GSA Leasing Admins to manage and schedule checklist updates independently—freeing O&M team capacity and improving operational agility.

#### 5. Document Classification Automation

Built a custom plugin to classify and store 20+ standardized acquisition documents automatically, improving consistency and reducing end-user administrative effort.

#### Impact

- **Operational Efficiency:** Enabled GSA to self-manage checklist updates and streamline lease workflows, reducing development bottlenecks.
- **Data Compliance & Storage Savings:** Integrated with EDMS and optimized storage infrastructure, supporting records management at scale.
- **User Experience:** Improved ease of use and accuracy across complex lease acquisition processes used daily by thousands of federal employees.
- **System Stability & Scalability:** Ongoing O&M ensures high system availability, secure operations, and adaptability for future growth.

#### Technologies Used

- **Platform:** Appian, MuleSoft, EDMS
- **Languages & Tools:** Java, SQL, Custom Appian Plugins
- **Cloud Infrastructure:** Appian-managed environments
- **Compliance:** Federal records retention and security standards

#### Project Value

Multi-year engagement | Nationwide mission-critical system

#### Outcome

G-REX has become the digital backbone of GSA's leasing operations. Horizon's partnership ensures its continued evolution, supporting federal real estate professionals with the tools, integrations, and data they need to manage a vast, high-value portfolio.