

Managing Agent Case Study

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Andrew Long
Head of Fund Management
Commercial Division
Bidwells

BIDWELLS

In 1999 Bidwells conducted a radical review of its property management systems, which had become unwieldy and time consuming. Rather than adapting our working methods to a new computer system, we decided to develop an ideal working method, then choose a system that would accommodate it.

Grosvenor Systems’ Propman was found to meet all our criteria. It allows all data to be fed in and distributed from a single point of entry; it is user friendly, easy to navigate; has a good database and robust accounting system. It is also very flexible and required minimal customisation.

Its flexibility in generating reports is especially useful, enabling us to tailor the format to the needs of individual clients. Similarly it enabled us to keep client records separate, secure and confidential. On the financial side, it greatly simplified matters, allowing us to audit all bank information, amalgamate 30 different client bank accounts and produce daily as opposed to monthly bank reconciliations.

Currently, our Propman system services some 60 investment clients and around 1,800 properties. Since installing the system in 2000, we have expanded its use to include the automation of payments to suppliers and implementation of the jobs module to simplify the management of the numerous contracts we manage and to track the progress of property maintenance projects. Other new developments will include rent collection by direct debit and a link to our valuation packages.



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In general we are well satisfied with the Propman system, which has enabled us to realise significant cost benefits, and with the high level of service support we have had from Grosvenor. With Grosvenor’s help and encouragement we have established an active user group to discuss strategy and this has worked out very well.

Grosvenor work closely with their users to ensure the system is subject to continuous improvement in line with market requirements.

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