



# Managing Agent Case Study

**Rob Coote, Accountant**  
Partner

**Giles Dobson, Surveyor**  
Partner

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*“Grosvenor Systems were very supportive throughout the implementation process.”*

## BIDWELLS

### Bidwells Land & Business

The Rural Land and Business Division of Bidwells has had Propman for eight years, following our Commercial Division successfully moving on to Propman a couple of years earlier. Before we installed Propman, we had an in-house rental system and an un-integrated terrier package. We wanted to move to a Windows based product with improved reporting and networking flexibility for clients.

We needed an integrated property management and accounting system so that there would be no duplication of records and data input. We also wanted increased functionality and the power of being able to monitor many clients across the system at once.

As part of the selection process we reviewed our own business processes, looking at what we do and how tasks are allocated between Surveyors, Accountants and Administrators. We identified the key features we needed in a system and Propman scored best overall, particularly its multi-client functionality.

Grosvenor Systems were very supportive throughout the implementation process. We currently have over 5,000 properties on Propman, with clients including private estate owners, charities, institutions and corporate landowners. Some of our clients now have online access to Propman and this enables much more seamless communication between us and our clients.

INTEGRATED PROPERTY MANAGEMENT & FINANCIAL ACCOUNTING SOFTWARE

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*“We would recommend the system. We made the right buying decision. Propman meets our key business requirements.”*

The accounting functionality allows us to run our property clients completely through Propman without the need of further accounting software, which allows our Property Managers, Accountants and our clients to view all the information on the one database.

Our Rural Land and Business Division have 25 concurrent user licences and our commercial division have a further 25 user licences.

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