



Managing Agent Case Study

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Four years ago, we were running our property management functions using spreadsheets. A substantial increase in the number of tenancies we had to manage meant that we needed an integrated accounting and property management system. We decided that our requirement was for a medium sized system with capacity for the future.

We chose Propman from Grosvenor Systems, which we found to be a mature package, equally competent as a surveyor's or an accountant's tool.

As a firm, we are fortunate in terms of the quality of the IT that we have invested in. Our culture is very much one that is IT literate and one which welcomes change. When it came to using Propman, we readily accepted the need to adapt some of our systems and procedures to get the most out of our investment. Inevitably, the scale of the change meant that there was some initial user resistance at leaving the old ways; however, this melted away once the detail workings of the software were understood. Propman is a comprehensive package and time must be invested in learning how to take advantage of all aspects of the system. It is fair to say that without Propman, our staffing levels would have to be considerably higher. We presently manage around 120 commercial properties and act for some 25 clients – a mixture of institutional and private investors.

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This has suited our culture well, as we are very proactive in coming forward with ideas and modifications.

The property management sector is becoming ever more competitive and ever more regulated. Clients are expecting more, and fees have been dropping in real terms as all these factors have kicked in. Property managers today need to be determined and focused and must find ways of working more efficiently. Propman is a tool that enables them to do just that.

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