

# Retail Occupier Case Study

**Sue Scotney**  
Estates Manager UK Property  
Thomas Cook Retail

*“We wanted a vendor we felt we could work with towards a long-term partnership”*



## Thomas Cook Retail

In early 1999, Thomas Cook merged with rival travel agent Carlson Worldchoice and saw their property portfolio double overnight. Systems were in place to cope with this, but they tended to be disparate applications for each of the various property management functions. Consequently, we were maintaining the same information in different places, resulting in inconsistencies in the data. The addition of the Carlson properties reinforced the need for a new property management solution. Following a rigorous search, we chose Grosvenor Systems' Propman software to manage our portfolio of 800 plus properties, including head office premises, travel shops, foreign exchange bureaux and gateway locations. We needed a system which was rich in features but not overly complex. Equally important, we wanted a vendor we felt we could work with towards a long-term partnership. The system went live in November 1999 and operates over a Wide Area Network (WAN) using Citrix thin client technology. The various Thomas Cook departments are linked with the group's third party Property Consultants, sharing the same data.

There are now in excess of 20 users on the system, covering Estates Management, Property Accounting and Building Maintenance. Much of the data was migrated electronically from the existing legacy systems with the help of Grosvenor.

*“We have had excellent support from Grosvenor”*

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The system automatically generates rent payments, pre-payments, accruals etc. interfacing into Thomas Cook’s SAP Accounting system.

There are 100 sub-tenants, both residential and commercial, also managed on the system. The Business Support Centre and Maintenance Support Team accept in the region of 35 maintenance calls each day, resulting in Purchase Orders being automatically generated and emailed to contractors.

Thomas Cook’s Estates Department and their external Property Consultants are automatically reminded via an integrated diary function of key events such as rent reviews, lease expiries, lease break options, etc. which can then be tracked through case progression to completion.

Reports written by Grosvenor allow the Finance Department to accurately forecast future property related expenditure. We have had excellent support from Grosvenor and a recent systems upgrade has provided us with a number of enhancements which ensure a thoroughly comprehensive database and property management system.

For future development, we plan to add scanned images of properties and plans and make use of the features to link various survey reports relating to Control of Asbestos at Work Regulations and the Disabled and Discrimination Act.

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