

Property Owner Case Study

Jarrold Darby
Finance Director
Ashville Properties

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ashville

Ashville Properties

Ashville Properties has established an excellent reputation in the commercial property market since its inception in 1968.

Ashville currently manage, develop and invest in commercial property and have established long term relationships with clients throughout the UK who range from private investors through to major institutions.

In the field of property management, they have provided high quality customer service for more than 40 years. Their approach is to continually add value to their clients' management portfolio and as this includes properties owned by associated companies, they understand the levels of service that their clients require. Their successful management service is founded upon the stability of a long established, robust and competitive company with forward vision and drive.

Prior to the implementation of Propman, Ashville were using a basic property system for their rent and service charge transactions as well as a basic accounting package. “In order to move forward, we were looking for an integrated system to avoid duplication of data and gain faster access to information with improved functionality” Jarrold Darby, Finance Director, Ashville Properties.

Propman has enabled Ashville to save time, increase efficiency and improve the service delivered to the end client. “The key aspect of Propman that appealed to us was its logical structure, which had a clear path for the whole journey - from generation of rent demands to producing trial balances. It also allows easy access to information and

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“It also allows easy access to information and faster query resolution. The user defined reports are comprehensive and flexible, enabling us to produce information to suit the clients’ requirements as well as review information internally.”

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Planning the implementation was essential. Staff at Ashville have been able to develop personal relationships with the Support team. “The support and help provided by Propman was excellent and enabled us to get where we are today. The Support team are very friendly and eager to help, solving problems quickly and efficiently.”

Propman was the right solution for Ashville Properties; it suited their organisation in terms of size, how they operate, their business model and price. “Using Propman, we have been able to grow our management income over the last three years by 50% using the existing resources and improve our service and build a stable platform for planned growth over the next five years.”