



Property Occupier Case Study

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We went live with the Propman system from Grosvenor Systems on 1st June 2002. We had been using an old DOS based Mentor system which did the job but was not very easy to use. We needed to replace it and we had a limited amount of time available to select and implement a new system. A panel of users representing surveyors and accounts staff as well as our IT department was formed to select a system. Having researched the market, we eliminated the larger players on the grounds of cost and looked in detail at three smaller organisations. Propman was selected because the system best met our requirements and Grosvenor's staff were able to demonstrate to us that they would provide excellent support

Data transfer was done electronically via spreadsheets and we concentrated initially on the accounting side to make sure that we transferred the information we needed for paying and collecting rents. Implementation went very well, minor problems were quickly resolved and the service from Grosvenor has been excellent.

We have approximately 370 properties, mostly leased shops, with some flats and offices with approximately 90 tenants. The most important function of the system is the payment of rent and it has held up very well through our year-end accounts and auditing. The system does accruals very well and we have found nothing that makes us think we haven't made the right decision.

INTEGRATED PROPERTY MANAGEMENT & FINANCIAL ACCOUNTING SOFTWARE

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We have an eight-user licence which includes both surveying and accounting staff and we are currently entering the information which the surveyors need as well as the data needed for maintenance.

Users can move from the property record to the tenancy agreement and then to the head lease without having to go through large numbers of screens. The standard reports are extensive and they can be changed to suit your requirements.

We have developed several reports ourselves and find that these fully meet our needs. Our requirement was for an off-the-shelf package which we could use straight away without customisation, and Propman has met this need cost-effectively.

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