

# PROPERTY OWNER

“ The system has lived up to our expectations and the team at Grosvenor Systems have become friends as well as business partners.

Propman is so flexible, that we've been able to adapt its functionality for use across the whole organisation. ”



## JJ Fox International

JJ Fox International Limited is the parent company of the Fox Group whose subsidiaries operate both trading and commercial property business interests. The Fox Group, which can trace its history back as far as 1881, encompasses Fox International Property Holdings Limited, which manages all property investments, JJ Fox St James, which runs a specialist cigar merchant's business in the UK, and JJ Fox Trading Ltd, which focuses on trading interests in the Channel Islands.

As the Group's property activities expanded, it recognised the need for a specialised property management software package which would help the property team to manage Group assets more efficiently, as well as providing an accounting platform for some of the non-property companies. The team reviewed a number of applications – some were too simplistic and were unable to do what was needed, and some were too complex and too expensive to justify against the requirements. Propman offered just the right balance between functionality, ease of use and affordability, and so was selected on that basis. Equally important to our decision was the professionalism and empathy exhibited by the team at Grosvenor Systems, felt to be key ingredients for a good long term working relationship.



One of the greatest benefits since purchasing Propman has been the productivity gained from the time saved. Prior to going live, tenant demands were produced using spreadsheets – a highly time-consuming process which is now completed by the push of a few buttons. The automated invoice routine has also proved invaluable, allowing invoices to be sent to tenants by e-mail thus significantly reducing the time and effort previously spent on this task.

Propman's Diary system is another extremely useful feature, which has eliminated the worry of remembering when rent reviews fall due or when a lease is about to expire and providing useful reminders to ensure that deadlines are never missed. Tenant arrears are now chased far more effectively than before.

Before Propman, all suppliers were paid by cheque. This labour-intensive process has now been replaced by Propman's automated payments routine, which allows supplier payments to be processed quickly and easily by BACS, saving the team significant time and effort. In addition, Bank Reconciliations which were all done, slowly and laboriously, on spreadsheets are now completed by the system with only very minimal effort.

One of the great things about Propman is the ability to set up our own user defined reports, allowing the extraction of information (sometimes vast amounts) easily and organising

it into a clear and transparent format. These reports, which are automatically exported to Excel, can be tailored to exact needs and therefore can be designed to suit any particular requirements.

Propman is so flexible, that we've been able to adapt its functionality for use across the whole organisation. A good example of this is our internal IT recharging process between Group Companies. In previous years we tried to do our IT recharging using spreadsheets, but the cross charging costs caused a huge amount of confusion across the Group. This year, we used the Propman Service Charging module instead, which allowed each Group Company to see the exact details of all costs, and created a new transparency in a previously difficult process.

Propman has been an excellent system that has provided an ideal solution to the Fox Group's needs. Looking back on the objectives we had when we initially chose Propman, we have been consistently pleased with the results. The system has lived up to our expectations and the team at Grosvenor Systems have become friends as well as business partners. We received first class training and support from the Grosvenor team and as a result this project has been a resounding success.

**Jan Harris**

Accountant

JJ Fox International Limited

[www.foxinternational.co.uk](http://www.foxinternational.co.uk)

**For more information on how Propman can benefit your organisation or for a demo please contact our sales team on 020 7378 8358.**

7 Leathermarket Street, London SE1 3FB  
t. (020) 7378 8358 f. (020) 7378 8355  
e. [info@grosvenorsystems.com](mailto:info@grosvenorsystems.com)  
[grosvenorsystems.com](http://grosvenorsystems.com)