

PROPERTY OCCUPIER

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“ Propman is so easy to use and adaptable that it quickly becomes an intrinsic part of your day to day working processes, becoming not just a database, but an interactive source of up to date information. ”



Provident Financial

First established in 1880, Provident Financial is one of the UK's leading suppliers of personal credit products, serving over 2.6 million customers from their network of 280 properties throughout the UK and Ireland. As corporate occupiers, they use Propman primarily to store and manage all leasehold data, which is then exported seamlessly into their principle financial accounting package, CODA.

Before we bought Propman, we were using a very basic in-house system, which really only held the bare minimum of information – rent, rates, address and service charge details. As the company grew, this system was unable to keep up with our demands, and we felt we needed to upgrade to a more modern and responsive system that could adapt and grow with us as our requirements changed.

One of the main reasons we chose Propman was because it offered us a fully integrated, complete package at a one-off cost. We could expand our use of the system as we discovered more about its functionality, without worrying about additional charges for upgrades or new modules. At first, we used it purely to store our leasehold data, allowing us to keep track of all outgoings much more efficiently and never miss a payment. We have now expanded our use to take advantage of Propman's functionality for streamlining our business as well.

One of the most useful features for us has been the Jobs feature. We use Propman as a Helpdesk, logging the details of all calls and queries that come in from the field in one central location, which can then be passed on to a surveyor for action. This means that anyone can instantly access up-to-date information, and can therefore update callers on their queries even if they have not been directly involved in the case. As we used to manage all calls using spreadsheets, this marks a significant improvement for us, and has really improved our efficiency.

We also take advantage of the Links feature to link all relevant paperwork, such as invoices, to the corresponding job. Not only is this extremely useful for budgeting purposes, but also ensures that nothing ever gets lost. We are able to respond to queries in a much more professional manner, and have been able to significantly reduce paper and printing costs.

Propman allows you to run a wide range of financial reports, which can be configured according to your own business specifications. Initially, our training consultants would help us set them up, but we have found them to be very easy to manage and are now able to format them internally. We have developed user defined reports designed to record and manage our KPIs and MIs, for example, checking that all records are updated, all health and safety inspections carried out, and all diary reminders resolved on time, as well as providing detailed

reports for financial comparison. This information, which all used to be stored on spreadsheets, can be reproduced into transparent reports at the touch of the button, keeping us fully informed and up-to-date with the day to day running of the business. Propman has increased our efficiency no end, keeping us focused and helping ensure that everything happens as and when it should.

Propman is a highly intuitive system, meaning that we are often able to work out any queries internally, or by consulting the immensely useful inbuilt Help text feature. When we do find we have to call in for additional support, we have always found the team extremely helpful and our queries are usually resolved quickly. More often than not, our calls will be the result of user error, and in such cases we have always found the team to be diplomatic and understanding in helping us work through our issues.

Propman has really become our support system. It has massively increased our efficiency, cutting down on checking and costly mistakes, ensuring we never miss payments, and that all our information is accurate and up-to-date. It has made us more productive and more professional, and ultimately saved us a great deal of money.

We were looking for a company that would treat us as a valued asset, rather than a small fish in a big pond. That has certainly been the case with Grosvenor, and we have been pleased with how our relationship has really strengthened over the years. We have had an excellent overall experience with Propman, and would definitely recommend it to other commercial occupiers.

Sandie McLellan

Head of Property & Facilities

Provident Financial

www.providentfinancial.com

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

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