

CML Software Ltd**newsletter****Summer 08**

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**Agency 2008****14–15 October 08****Business Design Centre****Islington****Visit us at****PCS Agency Expo
2008****at stand 506**

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***We've been busy!***

Phew! It's been a busy first five months of 2008! Regular readers will be aware that CML has implemented new residential lettings systems at both Hamptons International and Chesterton over the past winter and these two new clients have kept us frantically busy. Nevertheless we're pleased to have passed through the peak of this process with the two new clients now successfully up and running and starting to reap the benefits of their investments in new CML software systems.

CML is IIP accredited

People are the lifeblood of our business and we believe it is essential that we manage our team in the best possible manner. We believe that communication is key to success with people – we need everybody understanding where the business is and where we are seeking to take it; we like to think that we are a team of entrepreneurs that enjoy our work and that culture is critical to our future success. You also won't be surprised to know that our staff make up the majority of the costs within the business and therefore, aside from the

humanistic aspect, it's important from a business perspective to make the very best of our human resources. We decided to test our business against a recognised benchmark to make sure we were up to scratch so last year we applied for Investors In People accreditation (IIP). We were assessed just before Christmas 07 and were subsequently delighted to hear at the end of January that CML has been awarded IIP accreditation.

Deborah Horsford guided the Company

through the application and we're grateful to her for her hard work throughout the process.



Deborah Horsford

Expanded services to Savills PLC

We've been working with our existing client, Savills, to implement a new system in the Huntingdon office to accommodate the Anglian Water Services portfolio. This large corporate management portfolio had some unusual system requirements including a deed packet management function. Savills

provided a detailed specification of the requirement and our development team produced an elegant solution to meet the business need. This project involved a considerable legacy system data migration which we undertook during January and February with the system successfully going live on 3rd March.



New Faces

Our team continues to expand with Marc Wickens, Susan Smith and Nina Reynolds joining the business over the winter.

Marc Wickens has joined as a junior developer to understudy Paul McDonald (our Software Development Director). Marc has a degree in applied computing and after finishing his university studies went to PC World before joining CML. Since joining Marc has worked on various aspects of web programming and our student accommodation software as well as our new client support website.



Susan Smith joined CML to take on responsibility for the development of our training department; this is a new departure for CML - we have not previously had a specific training resource within the business and we expect Susan to be kept very busy training our recently expanded user base. Susan is also assisting Dean Lennon on the support desk so clients may well speak with Susan when calling for assistance with our applications.

Lastly **Nina Reynolds** has very recently joined CML to assist Ben in implementing our software within our clients businesses. Nina is our industry specialist having worked at Chesterton for the past six years in various roles including Lettings Negotiator, Branch administrator and more recently user training.

We're delighted to welcome our new people to the expanding team which now totals fourteen.

Chesterton Migrates to CML

Chesterton Client Accounts and Property Management went live with “CML Agency Accounting” on 13th August 2007.

This back office implementation project included a data migration from a legacy system and the consolidation of data from businesses newly acquired by Chesterton.

The front office implementation of “CML Agency Lettings” commenced during October 2007 when it was decided that it would be a two phase process in order to minimise the disruption and ease the implementation process for the front office users.

The first phase of the front office rollout involved another data transfer from a legacy system and basic training for all front office users. Phase 2 included advanced training for the front office users which commenced during November 2007. All 21 lettings offices were trained live using “CML Agency Lettings” by the beginning of March 2008 which was a significant day for both Chesterton and CML Software. All Chesterton branches, property man-

agement, client accounts and renewal departments are now using a software application that updates real time, it can be accessed by all users and delivers the business support necessary for Chesterton to continue to strongly grow its lettings business.

CML Software’s Project Manager, Ben Russell added “ Chesterton now has the software to respond to the demanding, and ever changing requirements of the lettings industry. We are now working with Chesterton Senior Management to further optimise system efficiency within the business and deliver the all important management information, thereby enabling Chesterton to drive further value from their new business systems.”



New Instruction at Kinleigh, Folkard & Hayward

We’ve been delighted to secure a new instruction from Kinleigh Folkard & Hayward to implement a large scale system for their London based residential lettings business. Ben Russell, our pro-

ject manager who has just completed the Chesterton implementation will take on the project management at KFH and is currently planning a summer 2008 implementation.

FOCUS on CML Software

The Triangle

When seeing any software application for the first time we believe it is helpful if one can visualise the structure of the system. This “mental picture” of the database structure we find helps the user navigate around the system and accelerate the comprehension of the system logic.

CML systems are typically structured around a triangle database structure. Consider the image to the right, which is a pictorial representation of the database, within our “CML Triangle” product. “Triangle” has been developed to include sufficient structural layers to accommodate a large corporate portfolio. Consider the following:

“Company level” ~ at the top of the triangle the Company level represents the legal and accounting entity which owns all of the property below it within the portfolio.

“Estate level” ~ the Company may have several estates with the portfolio – perhaps, for example, “Hampshire Business Park” and “Berkshire Business Park” estates.

“Block level” ~ An Estate may have several blocks within it. Imagine that Hampshire Business Park has three large retail sheds within its boundary. These sheds would each be a “Block”.

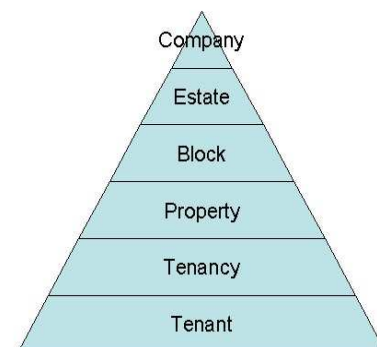
“Property level” ~ A Block may have any number of Properties. Thus one of the aforementioned sheds might be split in to four retail outlets each being recorded as a “Property”.

“Tenancy level” ~ The Tenancy represents the legal contract between the property and the tenant. Normally there will only be one live tenancy for each Property.

“Tenant level” ~ The tenant level simply represents the contact record for the tenant which is then linked to the tenancy record. Generally there will only be one tenant record for each tenancy agreement.

In future newsletters we’ll go on to describe some of the principal reasons, aside from the above detailed logic, for using this system structure.

Triangle - system structure



Hints and Tips

There are some very useful everyday shortcut keys which will significantly speed up your use of common commands when using Windows products. Take some time to review the suggestions below and put them in to practice – you’ll find it very worthwhile!

CTRL+C Copies the Selected Text

CTRL+P Displays the print Dialog Box

CTRL+V Inserts the contents of the Clipboard

More Next time

CTRL+I Applies or Removes Italic Formatting

CTRL+B Applies or Removes Bold Formatting

CTRL+U Applies or Removes Underlining



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