



In this Issue:

- When is a terrier not a small dog?
- Sutton Harbour Holdings PLC
- Launch of Radar
- What is Radar
- Business Update
- Team profile

When is a Terrier not a small dog?

Twenty years ago the word "Terrier" was common parlance in the property industry to describe a property information register. But recent conversational experience suggests that the word is becoming less well known. This we believe is a shame as it is a useful adjective to describe an important tool for the property portfolio manager. We're pressing therefore for the resurgence of the use of the word!

So, what is a property Terrier? In its most basic form it is simply a register of property information which the property manager considers pertinent to record for whatever reason. If you asked five different property managers what they wanted their Terrier to record you would likely receive five different answers! However we can all imagine the basic information to record in the Terrier such as property address, tenant name, rent passing, break notices, lease term etc.

Prior to the computer revolution the Terrier was typically a ledger style book (to ensure longevity) which was formally laid out and often beautifully presented. The computer version is less romantic but arguably more effective! Elsewhere in this newsletter you'll see that Sutton Harbour Holdings PLC has implemented our "Triangle" application primarily as a property Terrier. The article describes the objectives that Jason Schofield,

SHH's Property Director, has in implementing the system in his business.

Any property system, as you can imagine, has a certain number of data fields which would be included as a matter of course in a Terrier, the annual rent payable is an example. One of the real strengths of Triangle though is the user's ability to add data fields at will to the database to record any other piece of perhaps extraordinary data which there is not already a standard data field for. For example a property manager might want to create a library field to record the construction type of a building. Or perhaps a key date field for when the building next needs a fire inspection.

Having gathered the data the real power of the computerised Terrier is the ability to then analyse that data. So, for example, a report that lists all properties in the portfolio requiring a fire inspection in the coming quarter or perhaps a report of all property by construction type. More familiar reports might be all properties by rent review date or lease expiry or a blend of both parameters, you get the idea.

So, does your portfolio need a Terrier? We've got a little rascal of a Norwich terrier here waiting for you to call.....woof!



TRIANGLE IMPLEMENTATION AT

Sutton Harbour Holdings PLC



Sutton Harbour Group's requirement for a property terrier (see "when is a Terrier not a small dog?") was unusual for CML. Most potential clients are seeking a property management and accounting system first and foremost and the Terrier functionality is a beneficial spin off. But Jason Schofield, Sutton Harbour Group's Property Director, was seeking a system to bring all of his property data together in to one system to facilitate an improved control environment, enable data analysis and improve the efficiency of portfolio management and administration.

Having implemented our "Triangle" application on Sutton Harbour Group's servers the first phase of the project has been the population of the estate standing data to the property and tenancy records. The system is now live for the purpose of central recording of property data and correspondence management. The second phase will be a step toward using the accounting functionality to automate the processing of the rentroll and the passing (electronically) of rental demands to Sutton Harbour Group's corporate accounting system, Sage.

Future phases may involve the roll-out of the application to the marina business to deliver a marina Terrier and assist with the processing of berthing charges. After that there are no specific plans at present but without doubt the system has the depth and breadth of functionality necessary to support the Sutton Harbour Group business as it grows in to the future.

Jason Schofield, Executive Director at Sutton Harbour Group comments 'the Triangle software will benefit operations further as information will be accessible to team members at all times. It is the Group's aim that many areas of the business will benefit as we continue to roll out the software through our planned phased approach. CML Triangle has assisted in Sutton Harbour Group gaining ISO 9001 accreditation which recognises the Group's internal quality management and ensures that its products or services satisfy its customers' quality requirements. Good communication between Sutton Harbour Group and CML has ensured for a smooth implementation of the software.'

LAUNCH OF RADAR AT THE ARLA CONFERENCE



On March 2nd we launched "Radar", our new enterprise sales and lettings system ("see what is Radar below"), at the ARLA conference. We demonstrated Radar to a variety of conference delegates and received a very positive reaction.

Radar is the latest addition to our product portfolio, and uses cutting edge web technologies to deliver a fully integrated front office residential sales and lettings solution. It is aimed at medium and large sized estate agency groups who want to be able to manage their entire residential business through one intuitive and easy to use software application.

By integrating Radar with our existing back office client accounting and property management system (Agency Accounting) we offer CML clients the possibility of having all Residential Agency business hosted on one single system. Typically agents have needed to use separate front office systems for the sales and lettings disciplines and occasionally a third system for client accounting. No longer, these disciplines can now be accommodated on one system which delivers all of the benefits of a single record for each client, property, tenant etc. This "single record" approach reduces error, improves data transparency, allows extensive data analysis, gives improved marketing possibilities and reduces data holding cost.

Front office users can be multi-discipline with all of their clients in one database, with the system designed around user's roles, with "user dashboards" that meet the demands of their job role. Users can also access the system from anywhere in the world, and on top of that sales and lettings staff can have shared diaries allowing office staff to work more efficiently together.

WHAT IS RADAR

Radar is our new front-office software system which can be used for both residential Sales and Lettings. The application has been designed specifically to meet the needs of front office staff including Negotiators, Administrators and Branch Managers.

Historically there have been separate systems for the sales and lettings disciplines, however Radar can accommodate both disciplines within one application.

A client contact is recorded once only in the database but that contact may have multiple relationships with your business; possibly a vendor, a landlord, a tenant and a contractor simultaneously. This way your business knows how it is interacting with the contact in detail at all times.

The aim is to also remove duplicated letters being sent to the same individual, as well as ensuring that the sales team knows what the lettings team is doing with a particular client and vice versa. There is also a shared diary across all sites and disciplines.

The latest technological platform...

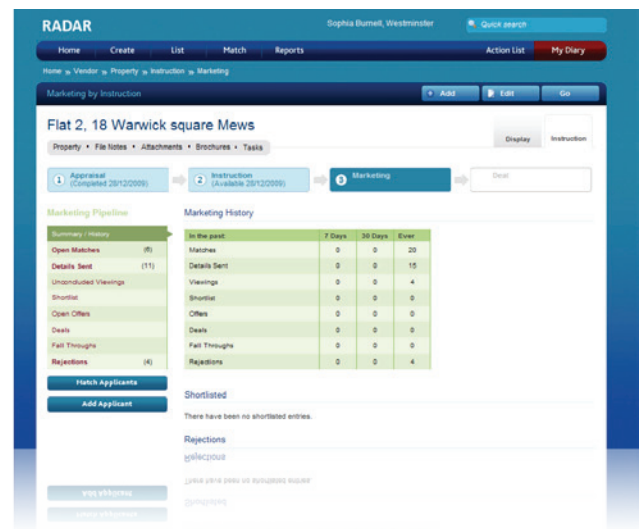
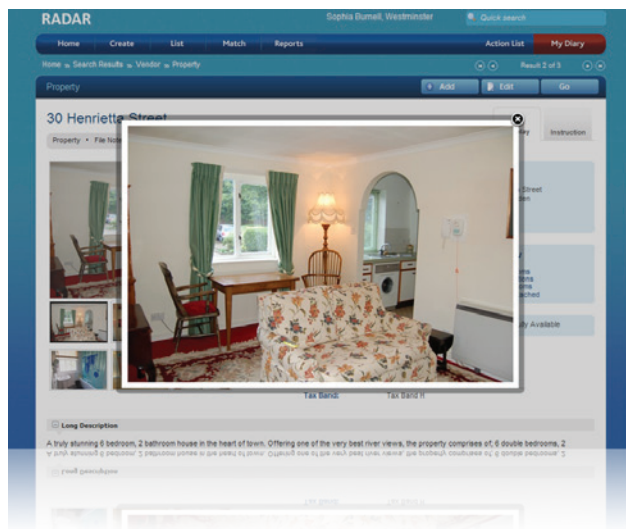
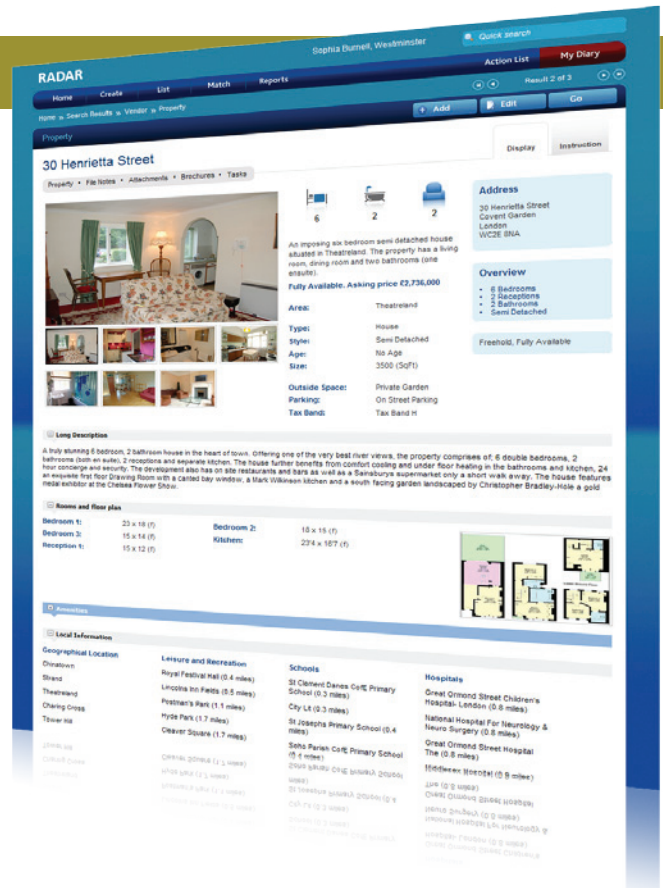
Radar is built using the very latest .Net web technology, to deliver a sparkling interface that is intuitive and easy to use. Delivering the system via web technology means that the application can be accessed from any internet connected browser.

The application operates on an industrial strength SQL Server database to ensure system reliability, platform stability and security of data.

In common with CML's other property software products the application is designed to be deployed across the distributed branch network of a multi-branch estate agency business, and incorporates the security and structures necessary to support regions and areas for the purposes of management and reporting.

Install once, run anywhere...

Because the application is web-based it only needs to be installed on your central business servers meaning initial implementation, system support and subsequent software upgrades are simplified, thereby lowering the cost of ownership and system management.



Key features and benefits.....

- One application for your all of front office staff
- Front office users can be multi-discipline within one system
- Single client record in the database meaning no duplication and excellent contact management potential
- Intuitive, simple and familiar user interaction
- Access the system from anywhere across the world where internet access is available, enabling 'virtual agents'
- Diary sharing across the business
- Role based configurable user interface
- Designed to work seamlessly with back office client accounting and property management software
- Central server platform, simple installation, configuration and system support
- Designed for multi-branch estate agency businesses and can accommodate hundreds of system users
- No practical limit on the number of database records
- Rock solid underlying technology platform for system security and stability

Team Profile



Colin joined CML in September 2008 as a member of the support team. Working alongside his manager Deborah Horsford, together they deal with second line support enquiries.

Prior to working for CML Colin was an accountant for ten years where he gained his accountancy qualification (AAT)

With Colin's experience within the accountancy profession he is able to assist our clients with any questions they have on the back office software (Agency Accounting)

As a member of the support team Colin's role is varied with Software Demonstrations, Offsite training, System implementation, and after sales handholding.

Outside the office Colin enjoys a variety of sports activities from Badminton to Skiing.

BUSINESS UPDATE



and we're absolutely confident that as a consequence of this transaction CML Software enters another phase of business growth and success.

The months go past alarmingly quickly and here I am writing the spring/summer update. Spring has been demonstrably late this year but my drive home to Hampshire each evening now reveals an increasingly green and pleasant land.

I talked of the stock market in the last business update when we were at the stratospheric height of 5,150 points but as at today we're in space at 5,616 points (another 9% up) which is down from a high point 5,825. Worries about Greek debt are unsettling the markets but there seem to be some really strong corporate earnings being reported from some of our most respected businesses. Let's hope that good business fundamentals underpin the stellar market performance and that we're not about to head back south of 5,000 points consequent of European debt problems. We also have an election next week and politicians are stumbling over their words in dramatic fashion. Who knows what next!

The biggest news for our business in the past four months has been the decision to expand the skills and capital base of the business by adding Al Chetwode to the team as Commercial Director. Al has an IT investment fund, Continuum Systems Ltd, which invests in small technology businesses which are already demonstrably successful but have significant potential to grow further when skills and capital are added to the business. Continuum Systems now owns shares in CML Software and Al joins the Board on a full time basis. Al brings a skill set and level of experience which CML did not previously have

We're delighted to have added a client to the portfolio this year with Sutton Harbour Holdings Group PLC (SHH). SHH is a significant property owner in Plymouth with Sutton Harbour Marina in the Barbican area being the centrepiece of the Estate which radiates around the marina. The Company also owns and operates Plymouth City airport as well as South West Air. Elsewhere in this edition you'll see a description of the system project which I believe illustrates the broad applicability of CML's software systems.

We attended the ARLA conference in March which was well attended this year. We exhibited our new front office Residential Agency product "Radar" at the conference and were delighted to receive very positive feedback from existing clients and new contacts alike. An update on Radar appears elsewhere in this issue.

Finally I should say that we're very busy talking to a number of potential new clients at present and I hope to be able to report further additions to the client base when I come to write the next newsletter. By the time that you read this newsletter we'll have a new Government, but of what persuasion?

Best regards

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