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case.study

Remus Management Ltd

Remus Management has used the CML Triangle Estate and Block Management application since September 2005.

There are currently upwards of 38 users in 4 locations. In addition, the staff of one of their major clients also has occasional enquiry access.

Company Profile

Formed in 1989, Remus Management Ltd specialise in residential block management and operate as managing agents for investment freeholders, developers and resident's management companies.

During its 16 years of trading Remus Management has grown progressively through a successful policy of on-going expansion in terms of clients and blocks under management. Based in Salisbury, with branch offices in Brighton and Birmingham, the company currently manages over 7,500 units in 600 properties located across most of England from London and the South up to the Midlands.

The Requirements

From initial formation, Remus Management operated with a bespoke DOS-based Clipper system that had supported the key aspects of the business, although mainly in the area of accounting. However, apart from the technical limitations of the system, its overall scope was no longer sufficient to support and sustain the current and future volumes of business, particularly in the increasingly demanding environment of legislation and codes of practice facing the industry. In summary, Remus Management had reached the point where the old system was a significant limitation on the effectiveness and efficiency of their staff and the expansion of the business.

Colin Chandler, a Consultant with Remus Management commented, "We were seeking a replacement system that would not only take advantage of the benefits of current technology but would be as future-proof as possible ."

Remus Management were anxious to extend the scope of the system to support not only their accounting functions but also to assist the property management and marketing sides of the business. The ability for all staff to share all of the information concerning clients, properties, lessees and contractors was of prime importance. In addition, so was the need for a solution that would enable the ongoing business to be transferred from their old system to the new with the minimum of delay and disruption.

Summary

According to Colin Chandler, "From the outset, we were pleased that CML Software's staff were able to recognise how we operated and the key issues we face with the particular blend of properties in our portfolio, which are possibly more diverse than those of other agents. We felt that not only were they able to suggest how these could best be addressed, they were also willing to consider enhancements to the application, many of these being of benefit to other users.'

"We also felt the accounting aspects of the system were particularly strong and especially the interface with the NatWest Client Monies Service which has provided significant time savings, both in the reconciliation of accounts and the processing of standing order payments"

"We worked to a project plan and a definition of enhancements but CML Software were flexible in their approach when necessary as the project progressed. Introductory training was well received and post-implementation support was fast and flexible. Overall, the CML Software team brought a weight of experience, both technical and practical, to the project. Remus believe that their selection of the Triangle system has proved to have been an excellent decision and its subsequent implementation as being a great success."

Why CML Software?

"We drew up a comprehensive schedule of requirements and carried out a review of all of the major software packages on the market. We then investigated a number of packages in depth and from these, we decided that CML Software offered the most attractive solution.

There were several factors that led to this conclusion. The first was the system's use of a standard technical base, taking full advantage of the Microsoft environment and products and the close interface with MS Office products. The comprehensive accounting functions were impressive as were the range of general system facilities to which a number of our own proposals were added. Finally the effectiveness of the data conversion and import capabilities were seen to be important, not only for initial conversion but also for the ongoing interface of CML Software's applications with our other systems" stated Colin Chandler.

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