

GROSVENOR
SYSTEMS LIMITED

ARHM 

Celebrating
20
YEARS
Propman 1991-2011

Propman - Property
Management & Integrated
Financial Accounting Software

ARHM Conference

28 & 29 June 2011



www.grosvenorsystems.com

Grosvenor Systems



- Founded in 1980
- Well established company
- Propman – our sole product
- First released in 1991 – 20 years of Propman
- Windows version released in 1997
- Proven in market place (over 175 organisations)



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A Selection of Propman Users



Braemar Group plc



CHAMONIX
ESTATES

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Propman – Overview

- Service Charge Management
 - Budget analysis
 - Direct debit collection
- Customer Services
 - Diary reminders
 - Keynotes
 - CRM Functionality
- Financial Accounting
- Web Access & Sage Pay

Web Access and Sage Pay

- Easy on-line access for tenants and on-site managers
- Ability to view property and tenant information
 - links to documents
 - on-going maintenance works
 - statement of account
- On-line payment using SagePay®
- User defined web pages to improve customer contact



Propman & ARHM

- Complete all in one management system (non-modular)
- Easy to use – logical navigation with clear screen layout
- Proven with ARHM members
- Windows and Microsoft products compatible
- **Green:** reduces volume of paper printouts
- Enables you to deliver significant & measurable improvements
 - time efficiencies
 - customer service
 - on-line payments

Satisfied Clients – Broadleaf



"We manage 30% more schemes now than before we installed Propman and have not had to employ any more staff. We do not foresee that there will be a time when Propman does not suit us, however much we may grow."

"Propman manages our portfolio very efficiently, with 1% of the paper printouts the previous system used."



Nick Pickerill, Director, Broadleaf Management Services

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Satisfied Clients – RLHA

“The bank reconciliation of 200 bank accounts used to take over 20 days. Using the automated bank reconciliation in Propman now takes us 7 days saving us 150 days per annum of manually entering information”

“Carrying out direct debit collections used to take up to 3 days per week and now takes us just half a day with Propman, therefore saving us over 200 days per annum of manually entering information as well as having fewer user errors as the process is automated”

Susan Williams – Senior Finance and IT Officer RLHA



Satisfied Clients – Chamonix Estates



“Using and actively promoting the use of the direct debit functionality has allowed us to manage arrears effectively without needing to constantly add more staff as we grow.”

“Having Propman which is a full property management solution has taken away the worry of being able to deal with more sites, without just adding the cost of more staff”

Adrian Povey, Director, Chamonix Estates

The logo for Chamonix Estates, with the word "CHAMONIX" in a large, serif font above the word "ESTATES" in a smaller, serif font. The logo is set against a white rectangular background.

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Satisfied Clients – Tenant Web Access & Sage Pay



“We use the Tenant Web Access portal in conjunction with Propman to enable our tenants to quickly and easily view information regarding their block and lease(s) over the web. Not only can our tenants review information updated in real time such as maintenance works, current s/c expenditure v budget and download relevant documentation, they can also review a statement of their account for any period”

Debbie Yarrow, Accounts, Braemar

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Thank you for your time