

Wright Manley move into the Cloud

Leading North West based property professionals Wright Manley have for over 100 years provided a multi-disciplined service including surveyors, valuers, auctioneers and estate agents through their seven Cheshire offices.



Wright Manley knew that an improving property market coupled with the varying ways in which buyers, sellers, landlords and tenants are using technology, would require a significant change to their decade-old server based property software.

SITUATION

Wright Manley were starting to experience the typical issues bought about by the technical limitations that a server based system has. Inherent are reliability issues, born out of owning expensive and aging hardware; as well as a performance reduction, which ultimately had an impact on the frontline the staff, which had a knock-on effect on the time to market new listings and ultimately, impacting sales performance. Staff moral can typically drop as a result of tool-based limitations within their role, consequentially holding them back.

Robert Reed, Branch Partner for Wright Manly explains, *"The turning point was when we experienced reliability issues with our previous software supplier for three hours every week, which meant we couldn't get access to our software."* Obviously having seven offices unable to function for this length of time every week had a massive impact on productivity. Robert continues,

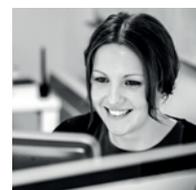
"The updates were slow and we were having trouble uploading the right floor plans."

SOLUTION

Having reviewed a selection of property software providers, Wright Manley chose Jupix, the complete property platform solution. Robert states, *"We were looking for a system built for today with email integration, simple to follow feedback recording and all the benefits of being cloud/internet based"*. The Jupix solution certainly ticks all those boxes whilst providing a secure, flexible and scalable solution. Robert gave the 'green light' and the well-rehearsed Jupix team jumped into action.

Leon Elwell from Jupix was appointed as the Project Leader and throughout the on-boarding process, remained as a single point of contact for Wright Manley. Leon's first task was to meet with the senior management team at Wright Manley to complete the Jupix 'Trailblazer'. This document identifies key deliverables to ensure installation success. Information such as office naming conventions, user roles and rights access, match areas, and data migration all figure in the initial meeting. Robert says, *"Leon was on hand to assist wherever possible and was fundamental to the success of our move to Jupix."*

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The complexities of system data migration should never be underestimated. Due to the commitment of Jupix's dedicated data migration team, this project brought

together two contrasting data sets from the legacy server based solution, to deliver a successfully working together on one single property platform in the Cloud.

Before the actual 'go live' date, all members of Wright Manley staff received expert training from the Jupix Consulting Team. Everybody from office administrators to the Partners were given initial systems training with additional specific

role-based training giving the team the confidence to go about their everyday tasks. Wright Manley staff continue to attend regular software training and Jupix organised workshops to keep them at the cutting edge of any Jupix enhancements. Marry this with Jupix's telephone support team, who are available six days a week, Wright Manley is never far away from getting all the help and ideas needed to run a successful estate agency.

BENEFITS

Being based in the Cloud, the Jupix property platform is available via any device connected to the Internet. This provides those staff who are out of the office access to business critical information and negates the need to purchase, support and maintain expensive servers.

At a senior level, any one of the six Partners have access to management reporting providing a complete view of the business and the individual performance of the seven offices. Branch managers and appraisal staff have access to property comparison tools including the ability to match applicants ahead of any appraisal and to use this information to gain more instructions. Sales negotiators can match applicants to properties with ease, producing daily lists of to-do's and follow-up actions.

Staff can now send property details by email, text or print directly from Jupix with all standard letters and documentation sent as a personalised communication straight from the appropriate member of the Wright Manley team.



"We have seen a significant uplift in business growth" reports Robert, "Our process are now quicker than ever before with more guidance on prioritisation. Loading up property data is simple, reporting and feedback means we provide a better service to all our property owners."

To conclude, Robert stated, *"Jupix are a young, ambitious and fast-growing company and our experience has been a fantastic one! We are positive that between Jupix and Wright Manley there is mutual benefit. I love the approachability of Jupix and the accessibility."*

ABOUT JUPIX

At Jupix, we provide a complete property platform. Through our specially designed sales, lettings, accounting and property management software, our creative services team dedicated in producing the best website designs and branding overhauls, and our complete training and education package; we put our customers' needs first.

Estate agencies and letting agencies work in the crux of our economy. Our software is developed to help ease the pressure, whilst providing a multi-functional platform to allow estate agents, letting agents and those in property management to run their business with ease from one software provider.



CONTACT DETAILS

For further details on how the Jupix property platform can enhance your business please visit email us at sales@jupix.com or call us on

08000 75 87 49

JUPIX

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