

“My Clyde Property” system provides new foundations for Clyde Property to build upon.

“Sysnet took care of all of our IT problems and designed and rolled out a reliable, secure and cost-effective solution which is helping us deliver great customer service.”

Rosalind McCulley, Finance Director, Clyde Property Ltd



Clyde Property Ltd is one of Scotland’s most forward-thinking estate agencies and letting managers. They are Scotland’s leading independent agents providing a highly bespoke and individually tailored service for their clients. They came to Sysnet to sort out spiralling IT costs and provide a safe, secure and reliable platform for growth.

Clyde Property commissioned Sysnet to design a replacement IT environment which would allow them to take more charge over the mundane aspects of day-to-day IT operations whilst giving them a platform on which to transform the back office processes and deliver even better customer service to their letting and estate agency clients.

Sysnet worked with their staff, their suppliers and IBM to design a new environment around the IBM Lotus Foundations Start server, and developed a suite of custom applications built on IBM Lotus Domino Utility server.

The IBM Lotus Foundations Start server provides all the day-to-day IT services that any organisation today requires - file server, print server, email, calendaring and so on. It does this in a robust self-healing environment which takes care of the backup, restore, updating and general maintenance of the system without user intervention.

This lets Clyde Property get on with doing their business without having to worry about their IT environment.

Basic operations like creating and removing users is now no longer a two-day exercise involving an IT consultant. Now the HR manager creates email accounts as part of the induction process so that staff are immediately productive as soon as they sit down.

Sysnet took a fresh look at how Clyde managed their client, property and letting account information and designed a modern, scaleable system more in tune with the fast-paced and increasingly competitive world that Clyde Property operate in.

Now they can track viewers, sellers, landlords and buyers in the same system. Now their property portfolio is integrated with their public website so that instead of waiting 48 hours for your home to appear for sale on their website, it happens “while you wait”.

The fact that their letting management and accounts people have access to the same list of clients as the estate agency people means that a complete view of their clients is now possible. Anyone answering client enquiries is now

Customer

Clyde Property Ltd

Solution Area

Business & Messaging Security
Customer Service Management
Outsourced IT management

Technologies Used

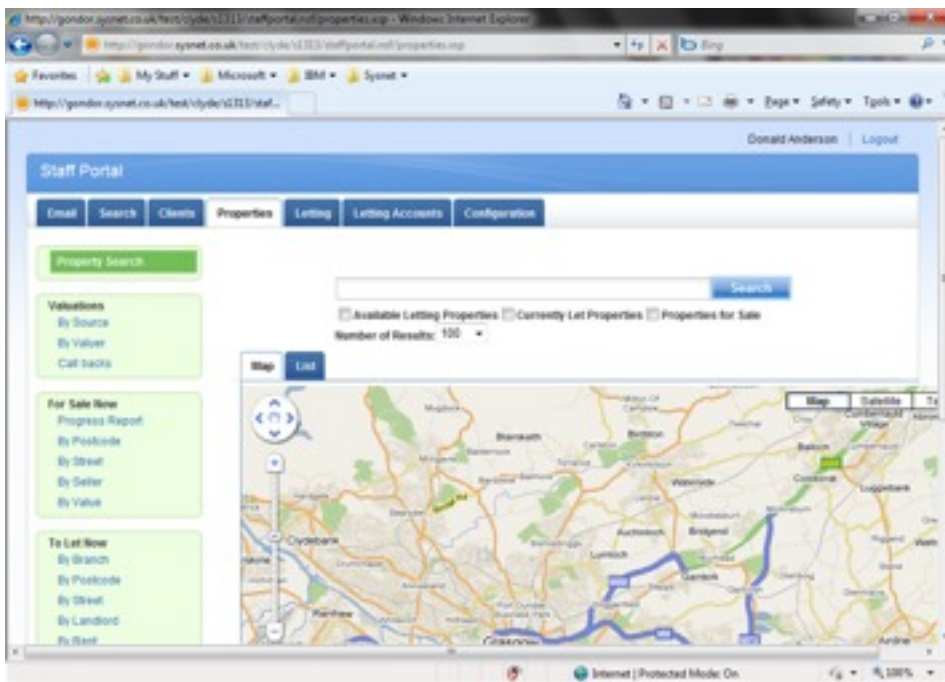
IBM Lotus Foundations Start
IBM Lotus Domino Utility Express server
IBM Lotus Protector for Mail Security

Benefits Gained

50% decrease in monthly IT costs
Greater staff satisfaction
Better customer service



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completely up to date on a client's background so that the customer gets a better experience, feels more valued and is better served.

The new system has allowed Clyde to open up to clients in a whole new way too. Their famous "Total Transparency" approach has been re-invented as "**My Clyde Property**". This is a browser-based portal where clients of all types can log in, see the latest updates, upcoming viewings, download statements, exchange messages and stay involved throughout their engagement with Clyde.

Says Finance Director, Rosalind McCulley - "Clients love the fact that they can see the same information about their account as the Clyde staff see. "My Clyde Property" is winning us the new business and means that customers will come back time and time again."

The new system has also removed many layers of unnecessary technical complexity and means that Clyde have more options about allowing staff to work remotely, on mobile devices and generally work in a pattern that suits them, without the need to return to the office to update

colleagues or databases with the latest changes.

The system was built using a combination of IBM Lotus Foundations Start, IBM Domino Utility Express and IBM Lotus Protector for Mail Security.

Thanks to Sysnet and Lotus Foundations, Clyde have halved their monthly IT maintenance costs, have enormously increased their staff's satisfaction with their own business processes and, most importantly, are winning and retaining new customers by offering excellent customer service underpinned by a modern IT system which embodies the high-quality approach Clyde Property takes to its business.

Sysnet specialises in the transformation of business processes through the thoughtful and effective use of modern information communication technologies.

Our philosophy is about being pragmatic and honest about how the appropriate deployment of a technology solution can benefit your organisation.

Using a mixture of experience, innovation and a flexible approach we are continuing to deliver excellence since our founding in 1989.

We specialise in business collaboration, information management and mobility solutions for organisations of all shapes and sizes.

We work best when we can become a partner in your organisation, not just a supplier for a single purpose.

If you would like to find out more about other solutions we have delivered for our customers, or would like to discuss how we might help your organisation benefit from the solutions we offer, please get in touch.