

## CUSTOMER CASE STUDY

# Delivering world class services

# Coronis



Customer Name

**Jodi Ford**

Property Management Director

Years in Industry

**25+**

Company

**Coronis**

Location

**Lutwyche, QLD**

Product

**Rest Professional and File Smart**

Rent Roll

**5000+**

Coronis is an entirely family owned business with offices covering South East Queensland. The Coronis team comprises of over 270 dedicated people specialising in residential, commercial and investment sales as well as property management. Jodi Ford, Property Management Director, shares how Rest Professional has helped their award-winning property management team provide outstanding services while managing a growing rent roll.

Recognised as Leader of the Year in the 2018 Leading Property Managers Association Awards, Jodi has molded a team that is dedicated in providing excellent customer service to landlords and tenants. It is this commitment to customer service that earned the property management team the Excellence in Customer Service Award on the same year.

But maintaining a high quality standard of service is by no means a walk in the park. Especially when the team has around 5,000 rentals to manage.

**"I believe we use the best property management software on the market. And that's Rest Professional."**

Having started with Coronis as a property manager in 1995, Jodi recalls the stark difference to what the property management department looked like then.

"Coronis property management started with one office which had approximately 90 rentals," Jodi recalls. "That's a bit different to today where we have over 20 offices and over 5,000 rentals."

### The growing years

At that time, the business was using a different property management software which worked well until the business began to expand and started to establish multiple offices.

"We found that for multi-office networking, the software wasn't meeting our requirements. The support offered also began to be unreliable. It caused a lot of stress in the office," Jodi shares.

The team began to look for another software provider that has the capacity and technology to help them and found Rest Professional to be the best in the market.

"Even now, I believe we have the best property management software on the market and that's Rest Professional."

**rockend**  
Rest Professional 

## Moving to Rest Professional

But deciding to go with another software was a big decision and the team at Coronis wanted to ensure that it can handle their growing business.

"We had just bought a bigger rent roll and the previous owners had been using Rest Professional. Based on their experience and confidence in the product to be able to manage that number of properties, we decided to begin a partnership with Rockend."

And the decision proved to be a good one. The technology offered by Rest Professional matched their business needs and the support from Rockend only made the whole experience better.

"The actual implementation was easy and the fantastic support is something I can't stress enough. The back end of Rest Professional and the support we receive is sincerely the major reason why we continue to use Rest Professional and be happy about it."



## Support you can count on

Jodi believes that while there is no 100% perfect software, it is the support that truly makes a difference.

"Generally speaking most property management software does a similar thing and I believe that what sets a provider apart is the support and service they offer the client. You don't need support when things are going well, however its times when something goes wrong and people are stressed out that you want support to come in and resolve the issue. This is the reason I rave about Rockend."

"There are always going to be issues and problems with a software and we are very aware of that, but the Rockend support team always get it fixed diligently," Jodi says.

Overall, Jodi and her team's experience with Rest Professional has been great as it has allowed them to be more productive and helped them put efficient processes in place.

"We know we can rely on Rockend and it's that peace of mind that gives us confidence to run our business efficiently."



## Essential tools in property management

Integrating seamlessly with Rest Professional is the electronic document management system, File Smart. Designed for a real estate office's needs, File Smart has helped the team at Coronis do their end of month processes much more easily.

"I don't think we could do it without Rest Professional and I'm going to say File Smart at the same time. Rest is fantastic, but it's the two products working together that really make the difference to our business efficiency," explains Jodi

"We were one of the earlier adopters of File Smart and the end of month procedures that we do including all the collating and sending of all those documents is just so much easier now."

"The fact that it integrates with Rest Professional just makes things so much smoother for us all. I couldn't imagine going back and having to do everything manually now."

"I can absolutely say that is why we are able to manage over 5000 properties today, because we have a centralised trust accounting system. For our office and the way we work, Rest Professional and File Smart are essential to our success."

Launch your future today!



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