

## CUSTOMER CASE STUDY

# Providing reliable services

**Gateway**  
PROPERTIES  
And Simon's Letting Agency  
Family Owned and Operated

Customer Name

**Kris Conroy**  
Property Manager

Company

**Gateway Properties**

Location

**Redcliffe, QLD**

Product

**File Smart**

Rent Roll

**500+**

Gateway Properties is a family owned and operated business that prides itself in its local knowledge and experience in Brisbane's Northern Suburbs. Property manager, Kris Conroy talks to us on how File Smart enabled the business to be more efficient and how it improved the productivity of the whole team.

"Friendly, outstanding customer service with a personal touch" is the promise of Gateway Properties to their clients.

But to be able to deliver a great experience, they need a system that will not only allow them to process transactions seamlessly, but also give them the peace of mind in securing important files and data.

This need became apparent to the business when they heard of a testimony from a colleague on how using File Smart saved his business from losing tons of important files and documents during a recent flood in the area.

"He said he would have lost everything had it not been for the fact that he had everything scanned into File Smart and within a day you guys had him up and running again," says Kris.

### Using File Smart

"That was a big wake up call for us. If something were to happen what systems do we have in place to ensure we have all our documentation saved?" says Kris. "If there was a fire or even just a burst water pipe down in the basement all our records would be damaged and lost. That really motivated us to get File Smart."

The fact that File Smart integrates flawlessly with Rest Professional was also a huge plus for the team.

"We've been a client for the last seven years and we've had nothing but praise for the Rest Professional. It's always being developed, there are always little bits being added and improved on."

"I've used many of the other Property Management software out there and know what it's like being out of action for days so to have reliable software is brilliant."

**rockend**  
File Smart 



## Getting comfortable

For Kris and the rest of the team, implementing and getting used to File Smart was a fairly simple process - once done, they never looked back.

"We only spent about a week setting it all up properly and making sure everything was functioning and as soon as we went to use the program it was excellent. We haven't had any issues or errors," Kris shares.

Similarly, the rest of the staff also found it easy to get comfortable with File Smart, with its user friendly and simple interface and functionality.

"You have clear functionality buttons on the top which when you hover over them they tell you what they do.

Overall, File Smart has made their office function much more efficiently and give their customers the high quality services they deserve.

"We've started back-scanning and retro scanning all of our old documents so it's making it so much easier to find something. When an owner rings and makes an enquiry you can look it up right there and then. It's at your fingertips."



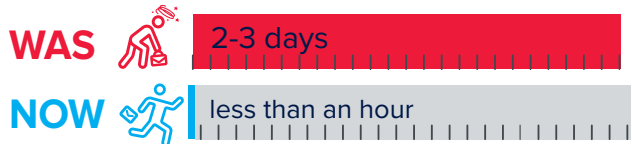
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## Streamlining processes

As a comprehensive Document Management System, File Smart not only works to back up files, but also streamline the processes involved in printing and collating reports. For a team that manages over 500 properties, this is a huge time saver especially come end of month.

### End of month process



"I can't afford to have two or three staff sitting down the back stapling, folding and collating all these documents and then having to post them out. For our office it was taking almost 3 days on our old system," says Kris.

"With Rest and File Smart, once you run your end of month, that whole process takes less than an hour. We have over 500 properties and only about 20 landlords have their statements posted while the rest get emailed. You even have the option of running it after hours. The whole process is actually done before the audit backup's finished."



## Saving time

Kris says that the biggest selling point of File Smart is the time it saves.

"You can scan everything you want to send to the owner at the end of the month and it collates it and does it all for you." He explains. "The whole paper side of your end of month doesn't exist anymore. If you work it out on an hourly basis you're probably saving a good 8-10 hours a week of paperwork."

"File Smart saves our business so much time and effort. For property management staff to be able to access information at the click of a button and email reports to owners and tenants at the press of a button is just magic."

Launch your future today!

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