





## Quick access, better services

For Peter, having all the data and centralised in Strata Master was a huge advantage. While the process of getting all the information took time, the rewards of an organised system and easier access to information was all worth it.

"Once all information were centralised, the reports we were getting told us exactly what we were expecting, which sounds simple but seeing as we'd had issues with confusing reporting with our previous software, the reports issued from Strata Master were just a dream.

"For example, we have have the plans and community management statements in there which is great. I can now sit at my desk with Strata Master open and at the click of a button have all the information easily accessible if a client makes an enquiry on the phone." Peter says.

Easier access also means that he and his team can meet their customers' expectations without all the fuss. Something that's important for Peter as he believes their purpose is to do the dirty work and keep bodies corporate functioning smoothly.

"Customers don't really know what you're going through to access their information, but internally we know we can access that information so much faster and easier when it's all centralised and you don't have to go into other programs and look for it. So in terms with our ability to deal with the volume of work, Strata Master greatly enhanced that capacity."



## An easier way to pay creditors

One of the biggest difference that Peter and his team experienced with Strata Master was the electronic processing of receipts and payments, making payment of creditors a breeze.

"Previously, we were manually processing payments. We would receive a bundle of cheques in the mail in the morning and the first thing you would have to do is process all the cheques." Peter explains.

"Having Strata Master in conjunction with Macquarie Bank, which enables people to use Bpay and all the other payment options and be able to process those payments with a downloaded file, is an enormous advantage."

Another plus for Peter is the auto reconciliation of bank accounts which saves him and his team so much time.

"Strata Master enables the bank accounts to reconcile every day, whereas previously we would have to reconcile manually which was a huge task."

"Making the payment of creditors in the way that Strata Master allows us to do is just an enormous advantage."

## BANK ACCOUNTS RECONCILIATION

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