

Estates IT Testimonial

In 2011 when as a company we were deciding to upgrade our Estate Agency Software, out of all the products we saw it was PCHomes that stood out above the crowd. We went into the process with a list of requirements we wanted the software to do and found that most other products didn't quite meet all of them.

Outlook Integration

It was important to us that appointments held in a system could be synced with Microsoft outlook so they could be shared to mobile devices using Microsoft Exchange. This can be done at the click of a button each time an appointment is made within PCHomes. This helps us so much in the day to day running of our business and ensures that diaries on mobile devices are up to date.

Website

We didn't want to fully redesign our site and felt pushed into doing so by other products. Estates IT built a custom web feed that delivers our properties to our existing site. This has allowed us to keep our existing site design but have it updated from PCHomes.

Server Based

Having invested heavily in a new office server we didn't want our data hosted elsewhere. With PCHomes we had the option of either a server based product or a hosted product giving customers the choice.

Customisation

After seeing a demo of PCHomes the other products out there seemed rigid and inflexible. Having a high level of customisation within the product has become very important and as our business grows and develops so does PCHomes. With excellent support and training for Estates IT we can now makes changes to the system in house which has given real ownership of the product.

Similar with Estates IT "can do" attitude I haven't found anything that they can't make the system do in order to meet their customer's needs.



We have recently opened a second branch and Estates IT have been on hand every step of the way in order to get PCHomes installed, working and ready for the opening. There were some little hiccups along the way but their excellent customer service and technical support went above and beyond the call of duty in order to solve the problem.

Now having both branches running PCHomes we are able to have both branches share property information, documents, diary appointments and a whole host of other stuff. This allows my staff to be more informed and make sure that our clients are having the best possible service from us.

In summary having Estates IT and their product PCHomes on board has been essential in the growth and development of my company. They are not just an IT company supplying a product to us they are part of our team.

**Ian Bennett
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