



## Century 21 Wilson Minger Agency, Inc. *Niceville, FL*

As one of the top real estate offices in the Northwest Florida panhandle, Century 21 Wilson Minger Agency, Inc. (Wilson Minger) has won numerous awards for quality and performance such as Centurion Office Award, Quality Service Pinnacle Office Award, and the President's Award. The agency's busy Niceville, Florida location houses 45 active agents, closing an average of 25 transactions per month. With each transaction comes an excess of paper, all of which Wilson Minger houses in a veritable village of file cabinets.

Coastal Business Products, a local dealer of scanning devices, recognized the pain Wilson Minger was experiencing with its paper-based and time- and resource-intensive processes, and suggested utilizing a document management solution. "It was apparent once this product was introduced that Questys® Pro would be a tremendous asset to our business," said Kathryn Weeks, office manager at Wilson Minger. The company was live with Questys Pro within a couple of days and after completing a remote training with Questys® Solutions sales team, had transformed its office environment.

"Questys Pro enables an 80 percent time-savings in filing our new listings. Within a couple minutes, I can save files on multiple listings. This is a significant amount of time saved compared to our previous filing process," said Weeks. As a contract progresses from open to close of escrow, the required documentation is placed in the electronic file in Questys Pro.

**"Questys Pro was the right solution for our small business. It's unquestionably user-friendly and stable."**

Kathryn Weeks, Office Manager  
Century 21 Wilson Minger Agency, Inc.

With Wilson Minger's agents working in the field, hard copies of each file are still kept on hand. However with all documentation stored in Questys Pro, there is never concern about documents being lost. Weeks also says having instant access to these files helps agents respond faster to customer needs and provide better customer support for clients.

Questys Pro has definitely heightened the level of customer service Wilson Minger's agency provides its customers. The intelligent software solution has also enhanced the professionalism and organization of the Wilson Minger office. "The Questys Pro solution has made our office environment much more efficient and enables us to pass on that convenience to our customers," said Weeks. "When an agent calls requesting a document from their listing file, we can e-mail it within minutes."

Like many successful real estate offices, clients and prospects are coming and going from the office all day, which makes appearances very important. "With Questys Pro, our documents are tidy and nicely prepared in addition to being close at hand. Now, instead of having five to six years worth of files saved on hand, we only keep the past two. One can imagine how much space this program has helped us save," said Weeks.

"Questys Pro was the right solution for our small business. It's unquestionably user-friendly and stable," said Weeks. "As far as cost per performance, Questys Pro was a wise purchase. We would do it again today." When asked about product support and service, Weeks added, "The people at Questys Solutions have been wonderful. They are promptly responsive to our questions, very professional, thorough, and always great to work with."

#### COMPANY

Century 21 Wilson Minger Agency, Inc.

#### HEADQUARTERS

Niceville, FL

#### INDUSTRY

Real Estate

#### NO. OF EMPLOYEES

50

#### BUSINESS CHALLENGE

A paper-driven business-model hindered office efficiency and customer service.

#### SOLUTION

Questys Pro: An affordable, easy-to-use document management solution that dramatically improves office productivity and customer service levels.

#### RESULTS

- 80% time-savings in creating new listings
- Increased efficiency in day-to-day operations
- Straightforward search functionality provides fast and precise results
- Notable improvements in customer service and office professionalism

Questys Solutions  
877-362-6246  
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**Questys Pro is an ideal solution for mainstream and vertical markets such as:**

- **Construction**
- **Corporate**
- **Education**
- **Employment Services**
- **Financial Services**
- **Government**
- **Healthcare**
- **Insurance**
- **Law Enforcement**
- **Legal**
- **Manufacturing**
- **Mortgage, Title & Escrow**
- **Real Estate**
- **Retail**

## Questys® Solutions Product Lineup

### Questys® Pro Document Management Platform

Our suite of document management solutions easily scale to meet the needs of today's SMBs and Enterprises.

### Questys Pro – Fast, Easy and Affordable

This complete lineup of Questys Pro document management software solutions are built exclusively for paper-intensive businesses.

#### Questys Pro Standalone Edition

Easily scan, organize, protect and retrieve information electronically on a standalone PC.

#### Questys Pro Network Edition

Easily scan, organize, protect and retrieve information electronically in a networked environment.

#### Questys Pro Searchable CD

Copy and export any portion of your Questys Database to a searchable CD.

#### Questys Pro Web

Provides fast, secure and reliable Web access to users around the world.

#### Questys Pro eCopy® Connector

Simplifies input to Questys Pro by linking eCopy scan station equipped multifunction products and copiers directly to your Questys Pro system via a simple wizard-based interface.

#### Questys Capture

Affordable data entry automation and indexing that easily integrates into Questys or other applications. Questys Capture includes zonal OCR, barcode recognition, text parsing, and much more.

#### Questys AppLink

Integrates your Questys document management system with compatible third-party software applications, permitting document searches and automatic indexing from within the application.

## About Questys Solutions

Originally founded in 1980, Questys Solutions is headquartered in Mission Viejo, Calif., and offers the IT industry's most robust lineup of affordably priced document management solutions. The company designs professional document management software solutions that meet the varying needs and budgets of today's small businesses and mid-size enterprises. Questys Solutions product suites are ideally suited for mainstream and vertical markets including education, finance, government, healthcare, legal, mortgage and real estate.

## How to Get Started

For more information or to find a reseller in your area call 877-362-6246 or e-mail [info@questys.com](mailto:info@questys.com) or visit [www.questys.com](http://www.questys.com).

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