



Brock Property Management

Customer Success Story-Real Estate

Brock Property Management, located in Coral Springs, FL, specializes in effectively managing the properties and tenants within condominium and homeowners associations. A property management company is essentially the liaison between the property owner and the tenant. Because they work with different locations, their duties often change. Some of the daily roles they take on include: accepting rent, responding to and addressing maintenance problems, advertising property availabilities, and conducting credit and background checks on possible tenants. Occasionally they take on litigation responsibilities including evictions and non-payment issues. They are also responsible for collecting fees and managing the money spent on services such as landscaping and security.

Because Brock Property management is a small home based business, comprised of just 5 employees, it became important from them to consider the way in which their business dollar was being spent. A room dedicated to housing 12 four-drawer filing cabinets was no longer seen as an efficient use of office space. In addition, the time it took to search for documents, housed within these filing cabinets, could be better spent on more important tasks. It was during this time that Toshiba American Business Solutions recommended Questys Solutions as a means of paperless file organization.

“We were trying to get more automated. People are using scanning and emails more and more, we wanted to get involved in that. Using Questys Pro also allows us to retrieve documents faster and that will increase customer satisfaction, as well as, impacting collaboration and operational efficiency.”

Jane Brock
President
Brock Property Management

Currently, Brock Property Management utilizes Questys Pro, which delivers an advanced out-of-the-box solution that includes all of the tools a business needs to digitally manage their documents. Brock Property Management utilizes the following standard features: OCR for full text searching, Microsoft office integration, ability to store files in their native format, e-mail integration, database lookup capabilities, ability to auto-generate cover pages to speed the scanning process, revision control, activity log, and TIFF printer functionality.

Since the implementation of Questys Pro, the staff at Brock Property Management has scanned and imported all of their paper documents. “We pretty much are paperless now. Everything’s electronic... we create and store text, images, databases, and spreadsheets” says Jane Brock, President of Brock Property Management. In addition to file storage, Questys is utilized in both their accounts payable and receivable departments. Because of all the benefits Questys has provided them, Brock Property Management has suggested the use of Questys Solutions to other businesses.

Questys Pro has effectively saved them time and money. The time it takes to retrieve documents has been reduced to seconds, as the speed of search is the hallmark of Questys. The staff at Brock Property Management has seen an increase in employee productivity and efficiency levels. In addition to being in a position of growth, Brock Property Management now feels more able to take on changes. “Now we are able to grow, because we have more space. We no longer have filing cabinets” states Brock.

Overview:

COMPANY

Brock Property Management

HEADQUARTERS

Small home office with one location in Coral Springs, FL

INDUSTRY

Real Estate/Property Management

NUMBER OF EMPLOYEES

5

BUSINESS CHALLENGE

The growing company had a file room filled with 12 four-drawer legal filing cabinets. In need of more office space, they began looking for a better means of storing their files.

SOLUTION

Questys Pro: An affordable, easy-to-use and flexible document management solution that eliminates the need for space-wasting filing cabinets.

RESULTS

- Time spent searching for customer documentation reduced from days to minutes
- Searchable database enables quick response to customer requests
- Improved employee productivity and efficiency
- Reduced physical storage requirements

