

Case Study

"Palace has enabled our office to build a more efficient, reliable and competitive profile."

Tara Wright AREINZ
Senior Property Manager
Kennard Real Estate (Professionals)



Background

Kennard Real Estate Ltd was established in 1982, originally trading as Packard Real Estate Ltd until August 1990 when the name was changed to Kennard Real Estate Ltd. Kennards are a leading real estate office run by Philip Kennard. Philip has 26 years of Real Estate experience, is a board member of the Professionals Real Estate Group and has been it's vice Chairman over the last 5 years. New Zealand's No. 1 Professionals office in 2003, 2005 and 2006, their commitment to offer the highest standard of service has seen their team grow to 28 people including 6 administration staff.

The Business Challenge

Kennard Real Estate found that they had outgrown the capacity of their existing property management system. As Tara Wright explains "statements were produced with incorrect data, the accounting system was inadequate and with a substantial growth in business we were unable to provide a competitive service". In addition, support for the system was woefully inadequate and, Tara says, "critical problems that could only be done by the software supplier sometimes this took months of chasing to be changed". The challenge was to provide a system that would not be constrained by growth, that would provide a competitive edge and was well supported. The team at Kennards obtained information from 3 different software companies before settling on Palace from Realbase.

The Customer

Kennard Real Estate

Location

Christchurch, NZ

Associations

MREINZ

Products Used

Palace Property Management
Palace Web/Mobile/SMS

Achievements

*Regional Winner of the
Professionals' Australasian
Property Management
Company of the Year*





The Solution

The implementation of Palace was phased over October and November 2005. The Palace Property Management solution connects flawlessly to all versions of the Microsoft™ SQL Server range of products. Kennard Real Estate chose to install the full version Microsoft SQL 2005 Enterprise Edition in order to provide unconstrained growth and future-proof their investment. Their data had previously been based on a proprietary database severely limiting their choice of effectively transferring data between future software systems. With an industry standard database, Kennards now have control over their own data.

The Palace Information Centre was also included during the implementation. It is a dedicated website for users of the Palace website, allowing them to provide their clients with the ability to view their statements, inspections reports and diary entries online.

The Competitive Advantage

Palace has helped Kennards carve a more strategic direction by increasing their "efficiency, reliability and creating a more competitive profile" says Tara. She continues that "the main benefit we have had is the availability of (the Realbase staff) for technical support". Tara adds that other benefits include "the ability for our clients to view their accounts online; email integration; and detailed reporting within the system".

Achievements

- New Zealand's No. 1 Professionals Office 1988, 1990, 1994, 1995, 1997, 2003, 2005 and 2006
- Runner Up Top New Zealand Office 1992, 1993, 2002 and 2004
- South Island's No 1 Professionals Office 18 years running (1988-2006)
- Regional Winner of the Professionals' Australasian Property Management Company of the Year

"The ability to grow our numbers and not outgrow technology is the challenge we faced initially. Palace allows us to grow without any issues"

Tara Wright AREINZ

"Our staff find Palace easy to operate and if an issue arises, excellent backup and support is available by simply picking up the phone"

Director Philip Kennard AREINZ

