

HARCOURTS STREAMLINING THEIR SALES PROCESS WITH SOONR

Founded in New Zealand in 1888, Harcourts has become a household name in the real estate industry. Using a franchise structure, they now have over 185 in New Zealand, and 354 franchises in Australia- including the Harcourts City Residential office, opened by Dionne Wilson in Melbourne in 2009.

After noticing that their small business server was performing at capacity and that many of their large contract documents and emails were being caught in spam filters, Dionne implemented business grade cloud file share/file sync service "Soonr" through their IT provider, EXECAid.

SECURE AUTOMATIC UPLOAD OF DOCUMENTS TO THE CLOUD

As they are often out of the office visiting properties, Soonr allows Dionne and her team to work on-the-go instead of having to return to the office to send information to clients.

Soonr's Secure File Sharing allows her team to automatically upload contracts and photos to the cloud server from their mobile devices and then send a secure link to these documents via email to their tenants and property owners.

Any changes to the files are automatically backed up with version control, which has eliminated the need for Harcourts to store copies of high definition photos and data from property inspections on backup DVDs.

Soonr uses enterprise-grade security to ensure users' data is secure and protected. The link is also equipped with a password to control access to only the tenants and owners who are free to check the status of their property at any time on the Harcourts branded portal provided by Soonr during the sales process. ▶

INDUSTRY: Real Estate

CHALLENGE: Aging SBS server was overloaded by the needs of the rapidly growing business, documents and large files were not consistently getting to tenants and landlords and storage of electronic media associated with properties (videos, photos, contracts) to DVD's was time consuming and not scalable.

SOLUTION: Soonr Workplace provides a cloud solution that delivers the following key improvements:

- Storage solution - by moving documents into the cloud, this immediately relieved the pressure on the existing aging SBS server;
- File Sharing - with contracts, and media in the cloud; Soonr delivered a business grade, branded portal for both tenants and property owners to access information on their property;
- Backup & DR - Soonr automatically maintains a real time backup of all files, along with 6 months of version control providing peace of mind and ease of file restoration.
- Accessibility - The Harcourts team can now access the documents they need wherever they are from phones, tablets and PCs.
- Better, more scalable business processes and infrastructure.



SENDING EMAILS WITH CONFIDENCE

David Nicholls from EXECaid has worked with Dionne and Harcourts for the past four years. After speaking with Dionne about some of the challenges they were facing, David worked with Dionnie and the Harcourts team to integrate the Soonr service into the Harcourts business, and work practices. "One of the biggest issues that Harcourts was having, was that a number of important documents, such as contracts, were not being delivered as they were being hit with spam filters", David explains. "Soonr allows Harcourts to securely and reliably deliver contracts and other critical communications with their customers through a secure link to the Soonr Harcourts branded portal".

Previously Dionne and her team were also having to split each contract into three or four separate emails due to the size restrictions on their email attachments - a time consuming process that had to be completed when they returned to the office. By emailing the secure link to the contract in Soonr, Dionne and her team know that their documents are being delivered successfully and securely to their clients, and also can see when and where they were accessed.



"Soonr allows Harcourts to securely and reliably deliver contracts and other critical communications with their customers" -

DAVID NICHOLLS
Technical Director,
EXECaid



EASILY ACCESS DOCUMENTS IN ONE CENTRAL LOCATION

For each property on their books, Harcourts' Property Managers are able to create and administer a new project within Soonr, which securely houses all the information relating to the listing.

This often includes condition reports, numerous photos and information from routine inspections - this data was quickly filling up the small business server and becoming unwieldy, and difficult to search and access; this data is now managed, on scalable platforms & securely accessible.

SOLUTIONS FOR THE FUTURE

As Dionne's business continues to grow, she is committed to implementing and utilising the latest technology. "We see technologies like Soonr enabling our business to work smarter and faster than before - which not only allows us to scale our business and processes more efficiently, but also ultimately results in greater customer satisfaction!", Dionne explains.

Soonr offers Harcourts a long-term solution to their digital storage & management needs. "It's important for us to have access to our archived files - but we don't necessarily need to access them all the time.

Having the option of what files we want only in the cloud, and which are synced to our server and PCs has allowed us to free up space on our server and improve its performance, while also ensuring that we are able to access our files whenever, and wherever we need them. Our long term plan is to move all our documentation into Soonr and remove the server completely", says Dionne.

For David, Soonr was the obvious solution for Harcourts. "It's important to us that we are implementing solutions that actually resolves the challenges that our customers are facing both today, and into the future. Harcourts, can feel secure knowing that their data is securely stored in an enterprise grade platform replicated between secure data centres in Sydney & Melbourne. All their file are automatically backed up as they are changed and can easily be restored if lost.", concludes David.

ABOUT MANAGE PROTECT

Manage Protect is an Australian award-winning Cloud Technology specialist. We deliver a best-of-breed integrated security platform of locally hosted and supported cloud-based services through trained and certified IT professionals across Australia & New Zealand. Manage Protect is an Australian business committed to making email and the Internet a secure, safe, compliant and productive environment for business. Our suite of cloud-based managed services delivers true business grade, best-of-breed solutions focused on making business use of the Internet simple, secure and reliable. ●



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