Property Management

Servicing Councils & Real Estate

versaSRS is a highly configurable solution that can be used for service requests across a wide range of organisations.

The City of Adelaide have deployed versaSRS as a property management system.

Avalon Property Group manage maintenance requests via versaSRS.

Learn more at versaSRS.com

Anyone involved in property maintenance or asset management will attest to the sheer volume of tasks, the diversity and detailed nature of the job. Being able to prioritise and track the tasks at hand are the collective linchpin of a controllable process. So often where this process falls down is right at the gateway. Requests coming in to personal or group inboxes provide no transparency of volume, status or turn-around time. But consider the contrast to a process where this information is visible. Consider how much more effective a team can be when they can share their knowledge and their workload and see tangible progress.

This has certainly been the experience of the Corporate Property Team at the City of Adelaide, notes Jannis Seccafien, Customer Service Officer - Property. With over 300 assets comprising buildings, parklands and leased properties, the need to streamline all requests into one area was critical for the team and their customers. Already utilised by the City of Adelaide's IT department, versaSRS was the obvious software solution to meet their requirements.

"Previously people were receiving requests at their personal email accounts. This lead to an email trail spread out over many areas and people. Obviously, we have no access to these requests, and the knowledge remained hidden behind that email trail. Now we can track a job from start to completion. We can view previous jobs that may relate to the solution of a current job. We have created a knowledge base out of solved requests. It's tidied everything up", says Jannis.

versaSRS case management centres around the creation of a ticket which is triggered when someone sends a request via email or phone. The ticket is assigned a due date and allocated to someone for action. For recurring requests, a template can be used which automatically populates a series of pre-defined tasks for the owner to perform. This not only speeds up the capture of information but makes it easier to track progress. The owner receives an email when a ticket is assigned to them and can update the ticket manually or again, by using pre-defined templates.

At the City of Adelaide, the Corporate Property team have hundreds of open requests handled by versaSRS at any given time. Importantly, they can instantly track the request type, owner, status and resolution details of each one. When they receive an invoice containing the ticket number, they can cross-check it with the case and update the Billing tab as approved for payment before passing it on to the Accounts department. The reporting function covers the full spectrum of stats and information. The team have also set up scheduled reports to run on a daily basis which are automatically emailed to owners listing any requests not yet actioned or overdue. In terms of transparency, they can now view everything they need to know about any case past or present.

At Avalon Property Group, both the problem and the solution were very similar. Servicing a group of companies including Adenbrook Homes, DesignBuild Homes, Windemere Interiors and the The Home Expert Group, Avalon's support requests were profuse and lacked control. According to Systems Accountant, Jacqui Kubank, the biggest issues they faced were "the time-consuming organisation of support emails, being unable to report on resolved and outstanding issues, and being unable to track support requests forwarded to other system owners", says Jacqui.

Since implementing versaSRS, Avalon Property Group have appreciated a "major reduction in time" spent dealing with support requests. This enables them to "provide a more professional service to the Avalon group of companies", says Jacqui.

What initially attracted Avalon to versaSRS was the cost and system features. "We did not require a complex ticketing system and were not prepared to pay ridiculous costs for a system where we would not utilise all the extra features", said Jacqui.

Interestingly, this reveals a distinction to the benefits observed by the City of Adelaide which just goes to highlight the user-friendliness of the application.

"versaSRS has greatly improved the entire business process for service requests from start to completion and we have only touched on the surface of what the software is capable of", says Jannis Seccafien. "I'm really loving SRS and there is so much to discover."

Providing a 100% Fit Every Time

Our strength is our team and its ability to quickly respond to a customer's ever changing business's needs. Our philosophy is to deliver our customers with excellence. We understand that business requirements need attention to detail, an emphasis on quality and a quick turnaround.

versaSRS is delivered via a web browser, yet it offers a look and feel users would expect from a thick-client desktop application. Browser delivery allows our software to be easily deployed and updated from a central location. This reduces the need for IT specialists deploying patches through planned outage.

Our solutions can support businesses of any size, whether they are a multi-national enterprise customer or simply growing an idea. We can deliver a range of solutions to improve business processes and business critical applications.

As a Microsoft Certified Partner our software solutions are built on fully scalable Microsoft Technologies. Our systems interface with email gateways and can extract contact data via Active Directory and ERP vendor data.

We can also provide migration services to bring data across to our solutions.

Our experience ensures that databases are optimised and performance is maintained.

The capacity handling of our solution, its ability to grow with your business, to provide visibility of key activities, and meet key business deliverables is at the core of the solution. versaSRS meets audit and compliance requirements to reduce the risk within a complex business structure.

Our products are truly scalable.

Microsoft Partner
Silver Application Development

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versaSRS & Business Transformation**

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