

Case Study: Strengthening a market leading position

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choice...”

Lorna Kassoul, Group Estates
Software Support Manager of
Peverel Management Services

The Peverel Group of companies comprises some of the leading providers of property related services in the UK. Services include residential management, installation and maintenance of communication and security systems, retirement property sales and building and contents insurance. Peverel are also a leading freeholder and manager of privately owned residential developments with a substantial nationwide portfolio.

The organisation employs in excess of 3000 staff comprising office based, on-site and remote workers in their property management companies:

Peverel Scotland Ltd - provides property related services including general residential and retirement property management, and retirement property sales throughout Scotland.

Peverel OM Ltd - a leading freeholder and manager of privately owned residential developments across the UK, managing approximately 65,000 individual units in over 1200 developments.

Peverel Management Services Ltd - specialises in the privately owned retirement sector and has a portfolio of over 1000 properties comprising some 55,000 units spread across the UK. Peverel Management Services works in close partnership with local and national builders, developers and landlords to develop sustained knowledge and experience ensuring the highest level of service.



Case Study: The Peverel Group



Choosing and Implementing Qube

The move from the previous software package onto Qube was undertaken at Peverel OM in 2002. The following year Peverel Management Services and Peverel Scotland followed suit. Moving such vast amounts of data was a major project but was handled in a professional manner by the Qube Implementation Project Team in close liaison with the Peverel Project Team. Strict deadlines had to be met to ensure the billing and accounting timetables were adhered to.

Lorna Kassoul, Group Estates Software Support Manager of Peverel Management Services on why Qube was Chosen by the Group:

“Qube was selected by the Peverel Group as the main tool of choice, largely due to the flexibility and continual upgrading of the system... which assists us in keeping our leading position in the Property Management industry.”

Powerful Internal and Client Reporting

Report Wizard is the built in reporting tool within Qube that is used to great effect in Peverel. While it contains standard property and accounting reports, the Report Wizard is a flexible tool which allows users to set up bespoke reports. Each of the three companies, whilst broadly similar, has varying reporting needs. Report Wizard enables users to provide the exact information that each business requires.

Qube Delivers Lower Costs and Increased Service

Six years on and Peverel are reaping the benefits of Qube. There are now over 240 licenced users of the software within the group. The latest project involves the development of workflow functionality for use within the property database, further ensuring smooth transactional processing and enhanced cost control.

The billing routines, Calculated on Account from Budget and Debit Periodic Charges, enable Peverel to produce up to 70,000 invoices within two months at busy periods in the year. This ensures leaseholders receive their Service Charges on the due date which in turn enables the Credit Control routines to work smoothly as required.

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The Service Charge Year End routine is another process which works well on those accounts that are single schedule.

The Purchase Ledger departments have become more efficient now that payments are made by BACS, which also provides the benefits of saving in postage and printing costs. The import functions are well used for some larger suppliers, which saves time and effort thus improving reporting capabilities and efficiency.

Peverel make full use of overnight batch routines. This allows Peverel to manage 'housekeeping' and run large reports which are then made available to specific users the following morning.

The payment of Service Charges by Direct Debit is one of the payment methods offered to customers. The enhanced functionality in the latest release of the software has provided better transaction processing across the Group in turn delivering greater levels of customer service.



“Looking to the future we are constantly striving to find ways of processing our growing data quickly and accurately. We are currently looking to utilise Hierarchical Properties and are also investigating the importing of bulk orders into both the Purchase Ledger and the Helpdesk Module.”

Lorna Kassoul on the future plans for Qube

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