



Top Chelsea real estate investment and management business grows a better client and agent service while reducing costs with an electronic document management system by Calvis.

Whether you're looking to rent a high-quality home or prime retail, leisure or office premises in the glittering village of Chelsea, Martin's Properties has a property in its portfolio that will meet your every need. Martin's are the building owner behind such iconic properties as Geales on Chelsea Green, Cineworld on Fulham Road, Andrew Martin International on Walton Street and Le Pain Quotidien on Kings Road.

This privately-owned real estate investment and management business was set up by the Martin family in 1946 and remains under the family's control today. Martin's has grown beyond recognition in six decades, but one thing has never changed: their commitment to personal service and customer satisfaction. It is what sets them apart from their competitors and explains why they place such a high value on their hard-earned reputation for reliability, quality and friendliness.

Challenge: Martin's document management and control processes had served them well over the years, but with the business growing successfully they realized that more time was being spent looking for information than using it. Thus they wanted an up-to-date electronic document management system to make saving, accessing and sharing documents and emails easier, faster, safer and more secure.

Calvis Solution: an electronic document management system that fits Martin's business model, culture and infrastructure while complying with strict specifications and best practice in terms of document taxonomy, process and production; integration with key systems including Outlook; and regulatory compliance.

Benefits

Better client and agent service conducive to greater market penetration

Competitive advantage and savings through more efficient information management

Reduced staff workload and ease of use: "click and get done"

Enhanced business continuity and information compliance, safety and security

Useful visual breakdown of company structure and operation

Freed up floor space, previously used for hard copies

Savings and convenience (remote working) through leveraged infrastructure virtualization

Deliverables: discovery process to confirm scope and cost, followed by design, implementation, training and support.

Benefits: Tom Martin, Martin's Managing Director, is always looking for improved client and agent service, and Calvis electronic document management provided exactly that. Martin's gained competitive advantage and savings through more efficient information management, while staff workload was reduced because they now could "*click and get done*". Martin's also leveraged their virtual infrastructure which meant better information safety and more flexibility in terms of remote working. Paul Nicholson, Finance Director, ensured that this system gave Martin's enhanced business continuity and information compliance and security. Furthermore, "*...as a by-product we altered some key processes and got a useful visual breakdown of company structure and operation.*" Jim McLarnon, Martin's Facilities Manager, was delighted with the reduced bureaucracy and the freeing-up of floor space. Jim was also pleased that "*...we achieved the timetable – Calvis were great at managing expectations and not taking a no for an answer.*"

Technologies: Microsoft SharePoint, Microsoft Outlook and Colligo Contributor.

Testimonials: Tom Martin, Martin's Managing Director, said: "*Calvis were professional and delivered what they said they would. There was no fuss and Calvis got on with the job – I am looking forward to working with Calvis again*".

Paul Nicholson, Martin's Finance Director, said that the project "*did go to the heart of how we manage the business at Martin's*"... "*Calvis' recommendation of having an in-house resource full time on this project was key to its success - I strongly recommend that anyone embarking on a document management project does this.*"

Jim McLarnon, Martin's Facilities Manager, was "*...delighted that we achieved the timetable – Calvis were great at managing expectations and not taking no for an answer*". Jim was also "*...very pleased that the training delivered by Calvis was specifically tailored to our specific company needs*".

Meredith Adams, Martin's Business Systems Analyst, said "*Calvis consultants and project manager were great at explaining and guiding us through the process – very helpful the whole way through*".

Calvis is a specialist business and technology management consultancy focused on the professional services sectors. Calvis work can be both strategic or tactical, depending on the requirement, but above all provides advice based on years of experience. Its long term success has been founded on understanding business process technologies such as content management, workflow and business intelligence. Put simply, we understand how technology can be used to meet business objectives.