

FRANCIS BUTSON CASE STUDY

Francis Butson & Associates specialise in Block and Estate Management services. Established in 2001, they have grown to manage around 2,500 units in 125 blocks in Cambridgeshire and the surrounding counties.



ANALYSIS

Francis Butson & Associates manage all aspects of each block from the sale and purchase of each flat, as far as the lease is concerned, maintenance of the internal communal area to maintenance of the exterior of the properties and the surrounding grounds.

Due to the work involved the company created an enormous amount of paperwork relating to each flat including maintenance agreements, copy invoices, insurance and utilities documents and copy leases all stored within manual files.

It was critical for Francis Butson & Associates to find a solution to the amount of paper documents they were storing. The company was growing and had used all available office space for storage.

The main challenge for Francis Butson & Associates was the volume of paper that the business was generating. This came predominantly from two sources. Firstly, company accounts, annual returns,

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Memorandum and Articles of Association, and bank accounts for each of the 80 blocks of apartments.

As each block is owned by a separate limited company, with Francis Butson & Associates acting as the Company Secretary for the majority of them, it was essential that these documents were retained.

Secondly, there was a considerable amount of paperwork generated through the day to day management of the properties, including maintenance contracts, invoices, correspondence from leaseholders and all legal documents for the sale and purchase of properties and original leases.



SOLUTION

Francis Butson & Associates was introduced to Invu by their IT support company. Michelle Loia, one of the Partners explained *“The demonstration of Invu was excellent. I couldn’t believe how simple Invu was and by seeing the software working in a real situation we could see first hand the benefits that it would bring to our business.”*

The company bought 10 licences to enable all members of the organisation to use Invu.

“The whole process went very smoothly and we all found Invu very easy to use. It’s certainly living up to our expectations. The whole experience of introducing Invu was incredibly straight forward. I had limited knowledge of the technical aspects of the system but was surprised how easy it was to administer and manage,” said Michelle.

“We feel very confident about the future of our business processes. By choosing Invu we have put in place an excellent and simple system that we will be able to add to and adapt to grow with our business.”

MICHELLE LOIA
PARTNER AT FRANCIS BUTSON

RESULT

Improved Efficiency and Customer Service

Post received each day is now scanned and filed into Invu by members of staff. Filing is simplified as each block of flats has its own folder within Invu. Michelle commented, *“It took us a while to appreciate how good the search facility is. With Invu, by inputting one or two words, the system immediately finds the document you require. We don’t have to worry about mis-filing.”*

Save Time

Paperwork relating to each flat including maintenance agreements, copy invoices, insurance and utilities documents and copy leases are now scanned and saved into Invu, saving a great deal of time when a tenant has a query. Staff simply search for the supplier name or flat number and block, and Invu brings up all the documents filed relating to this search, much quicker than looking through numerous manual files. Invu is now enabling the company to providing an efficient and more professional service to clients.

Save Space

Within the first six months of using the Invu system Francis Butson & Associates has saved over 6,000 documents. Including both single and multiple page documents, some comprising a whole year’s bank statements in one document. Francis Butson & Associates is also gradually reducing their manual system. Enquiries that need to be answered from the existing records are now resolved using the paper documents, then scanned into Invu and shredded. This enabled the company to discard some of their filing cabinets and regain much needed office space.