



## Symphony PMS

Simplify the management of your property portfolio

# **Symphony PMS for the Easy Management of...**

## **Properties**

*Includes the ability to model complex property hierarchies, inherit and address from the NLPG, store documents, valuation history, site areas and record other key property attributes. Ability to view data from a property centric perspective with rapid quick search capability.*

## **Cases**

*Includes the ability to maintain multiple case types including appropriations, disposals, tenancy grants, rent reviews and approve authorisations, record interested parties and store associated documents. Full field level auditing is also provided for any case changes. Ability to view data from a case centric perspective with ability to toggle between current and all cases. Automatic creation of rent review cases based on rent review dates.*

## **Tenancies**

*Includes tenancy type, duration, review date and rent history. Ability to add multiple tenants to tenancies. Full field level auditing is also provided for any case changes.*

## **Tasks**

*Allows for the automation of notifications, managed workflow and task development*

## **Contact List**

*Includes the full management of contact details from organisations and tenants through to contractors*

## **Maps**

*Integrates with your choice of GIS application*



## Symphony PMS

Property acquisitions, sales, maintenance, legalities and much more

Whether you're a local authority managing large property estates ranging from schools, leisure centres, social housing and parks not to mention investment properties such as shops and industrial estates - even pubs, or a housing association with thousands of residential properties and tens of thousands of tenants, one clear similarity is that all this land and property requires vast management resources to run, let alone run efficiently.

Symphony PMS not only offers a complete system through which you can manage your property portfolio, but has been designed with simplicity and efficiency in mind, making it easy and intuitive to use.

It has been built with the utilisation of over 12 years of GIS and address management experience, by a company that is at the forefront of the latest software technologies and design methodologies.

Symphony PMS will help you to achieve the efficiencies expected by central government by enabling the better delivery of services to the public through better property management.

Internal efficiencies can also be achieved by the removal of unnecessary work flows and greater innovation. Symphony PMS has in-built integration technology that makes it simple to link to other relevant systems, as well as being a portal through which those systems can be accessed.

*Symphony PMS  
will help you  
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*"There are too many property management systems, which although functional, are perceived as old, cumbersome to use and having too many screens to enter data when only a small fraction of the fields are actually needed. Symphony PMS changes that."*

- Dinesh Thanigasalam, PMS Project Manager

# Problems

## Problems you might currently be facing

### Non user-friendly systems

Many systems that support property management have existed for some time and use old technology with clunky, unintuitive screens.

### No integration with other systems

It is rare for any organisation to have a system that contains all information relevant to the properties they manage in one system. This information is often contained within other systems and in electronic files like letters, contracts, plans, etc. Integrating the primary property management system with these other sources of information is often very difficult and costly, and in some cases simply not possible.

### Difficult to maintain

Property management systems can often be arduous to maintain when entering new property information which is often already held in another system. Keeping these addresses up to date with the numerous address changes that might affect them, like postcode changes, is not only time consuming but can lead to disparity in data.

### No conformance to national standards

Most property management systems hold property information in a format and structure that does not comply with any national standards e.g. BS7666. This leads to problems with exchanging information with either the LLPG or NLPG, and often creates very significant limitations in the way that properties are held within the system. Restrictions in the hierarchy of properties and sub properties are typical.

### Difficult to retrieve information

Although a significant amount of valuable information is stored in most property management systems, it is often very difficult and time consuming to find and view it. Screen navigation is often illogical and poor, with the in-built searching capabilities very limited in nature. This results in slow, expensive processes, and an overall loss of efficiency.

**The management of properties poses various problems for those organisations involved in this activity. An inefficient system will not only waste your time, but will also cost you money**

## How Symphony PMS solves those problems

### User-friendly systems

Symphony PMS has been developed using some of the newest and most advanced technologies - making it easy to use and highly intuitive.

### Integration with other systems

Symphony PMS has the ability to link any amount of data (documents, spreadsheets, PDFs) to any property, tenancy agreement or case. These can be displayed within the application's viewing pane, whilst the user can also establish a link to a URL, allowing integration with any web based system. Clicking on a property can show a series of links to other systems and clicking on these links will show the content of the linked system in the viewing pane.

### Easy to maintain


Symphony PMS has an internal link to a BS7666 gazetteer, which means that by storing LLPG or NLPG address information, a user can migrate a property from this repository to the status of a managed property within seconds. Any changes within the BS7666 gazetteer can therefore be automatically reflected in the system, resulting in constantly accurate address data.

### Conformance to national standards

As mentioned above, the foundations of the system is based on the BS7666 methodologies and standardisation. This means it automatically adheres to the national standard for holding property information. The standard ensures that properties and their sub properties are modelled in a fashion that most closely represents the real world and not on the technical limitations of an archaic system.

### Easy to retrieve information

All information is intuitively accessible using a simple interface that enables a quick property drill down in a visual fashion, making it easier to understand the various attributes of that property. Symphony PMS also contains an advanced 'Google-type' search engine enabling a user to rapidly home in on information of relevance. The user can select the result of a search and zoom to the relevant piece of information wherever it is held in the system at the click of a button.

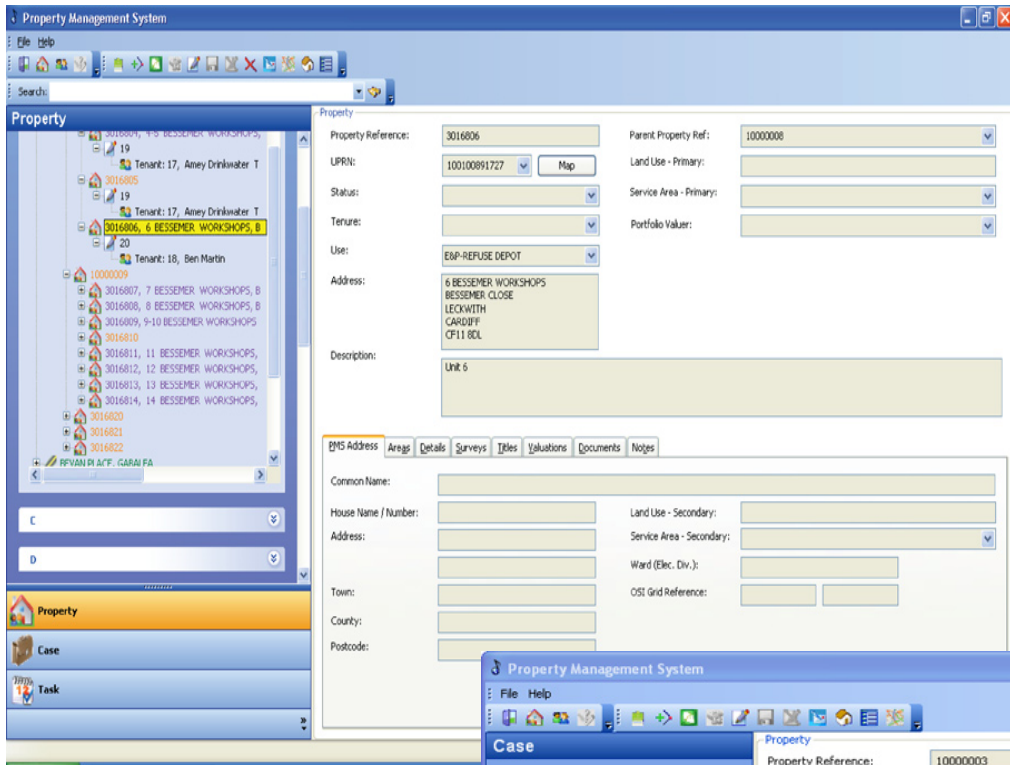


**Symphony PMS has been developed with all these factors in mind. It has been built in an Agile fashion with 'real life' end users giving active feedback on the product throughout its development life cycle**



# Solutions



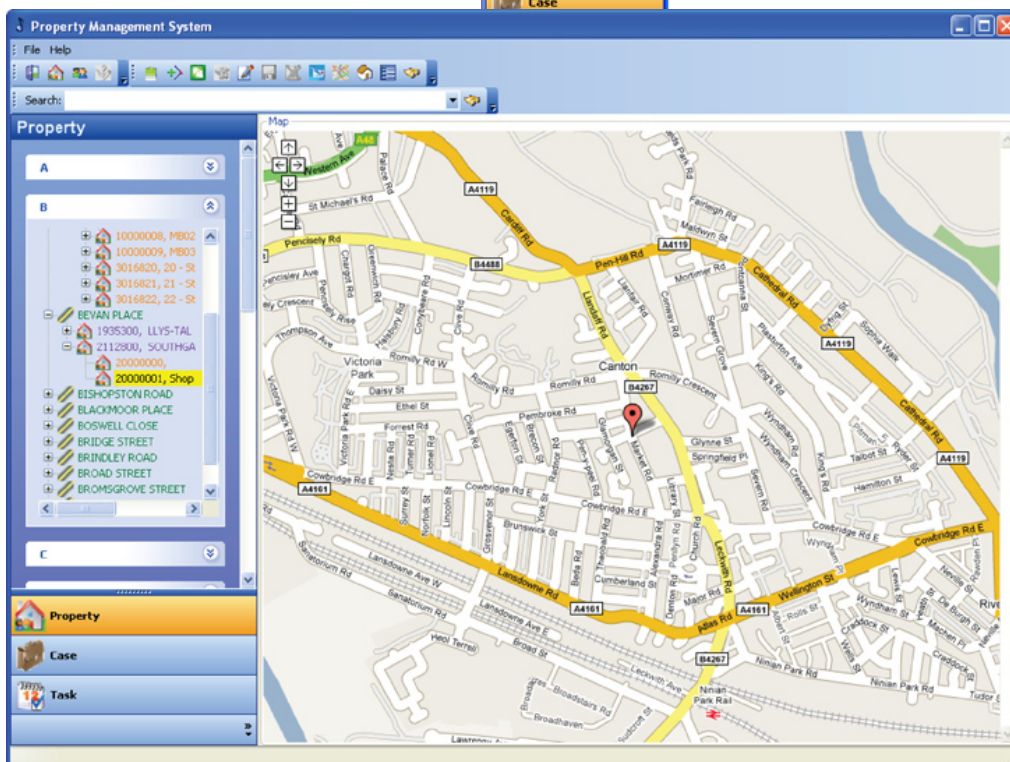
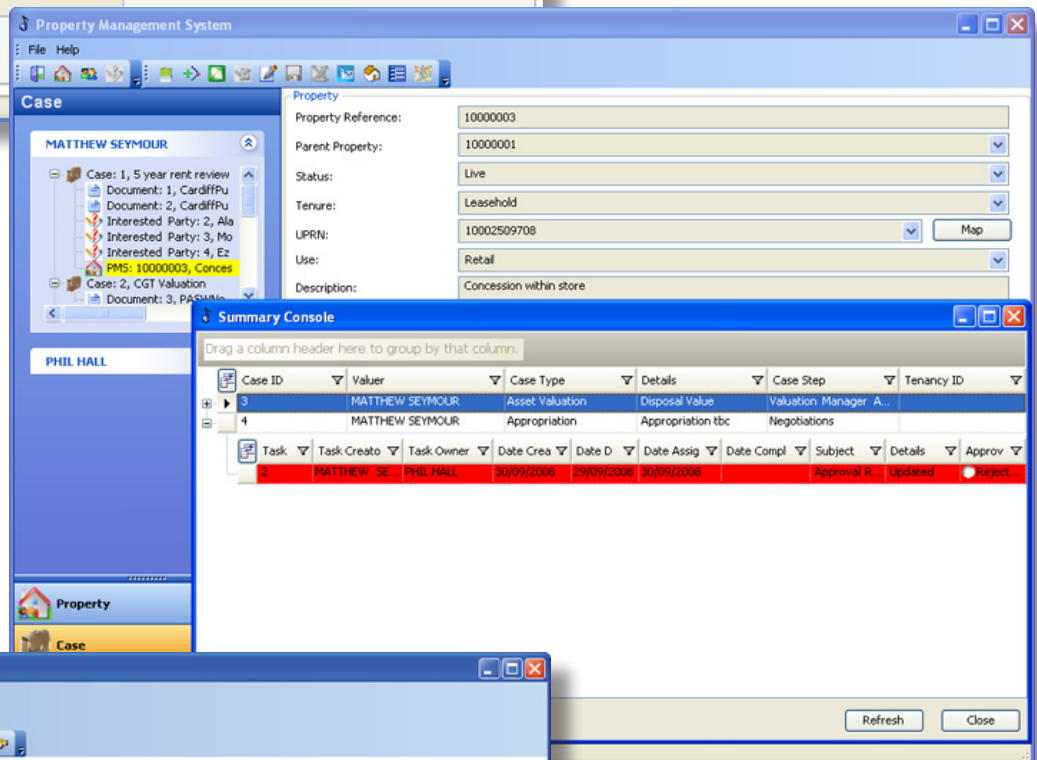


## Manage Your Property Lifecycle

All information relating to your properties is accessible including UPRN, BS7666 address and geographical grid references

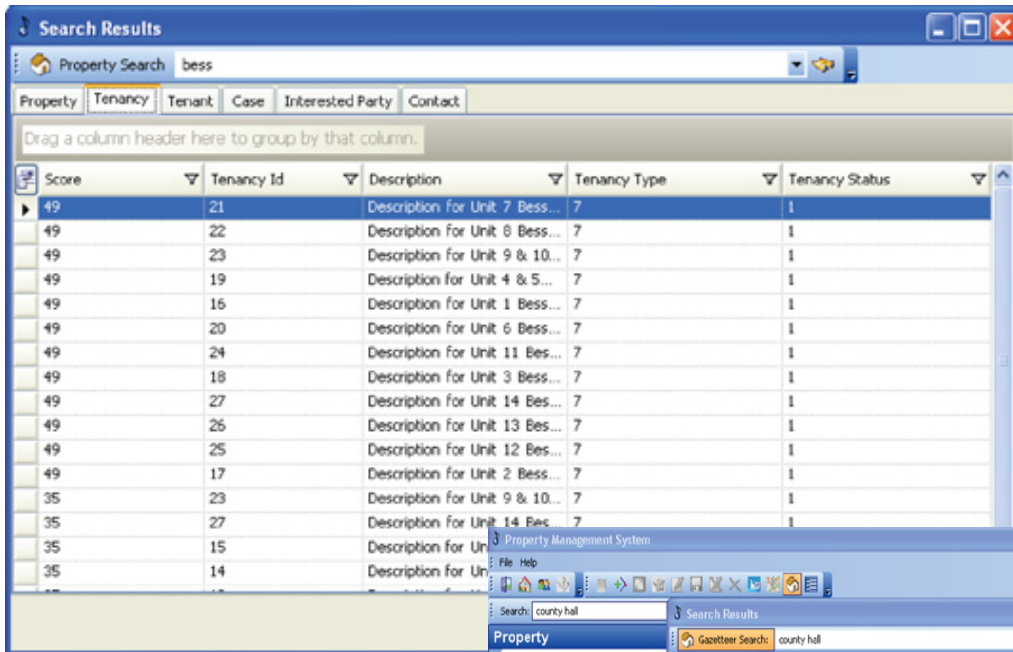
## Complete Case Management

Case details including detailed case descriptions, all associated documentation and a full case history is available



## You Choose The Mapping Engine

Symphony PMS can link into any mapping engine making your entire property portfolio visually accessible, utilising either points or polygons

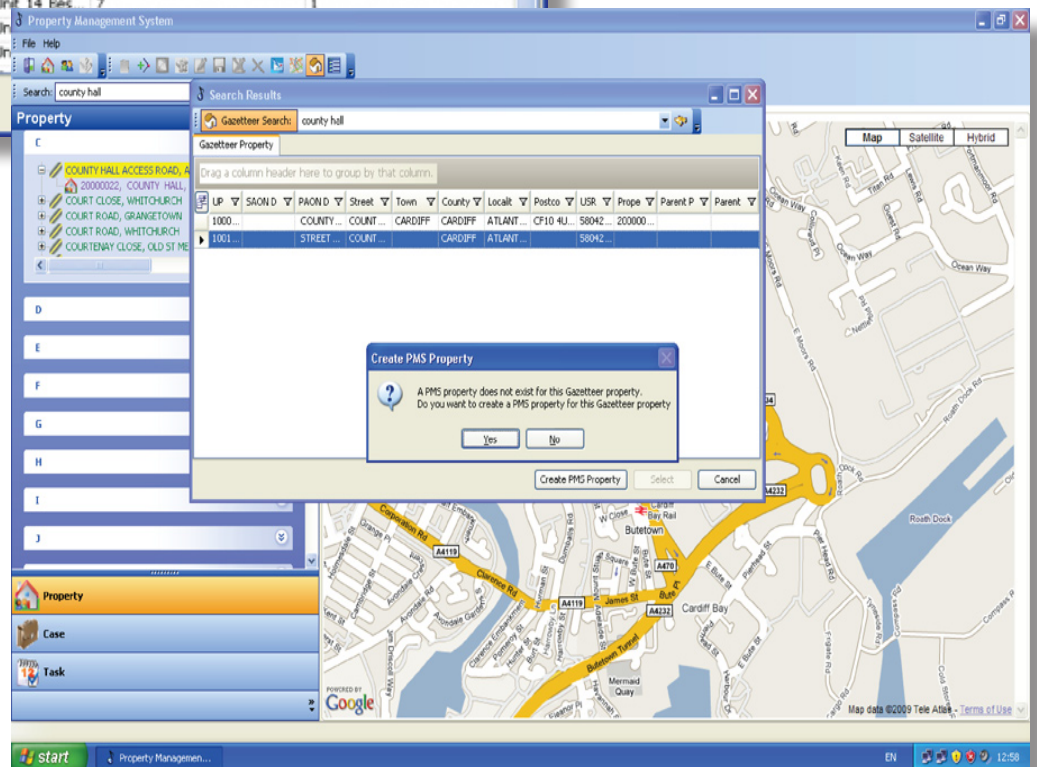


## Advanced Search Functionality

The ability to search through all information within Symphony PMS makes the information you want easily and quickly accessible

## Complete BS7666 Compliance & Integration

Integration with your BS7666 gazetteer reduces time by pulling addresses directly from it, whilst ensuring data integrity across all systems



## Save Time

- Easy to use, with user friendly interface
- Toggle between all streets and streets with managed properties
- Ability to seamlessly transfer NLPG / LLPG properties to the Property Management System without having to type in the details again
- Automatically inherit address changes such as change in postcodes by accepting updates from the LLPG or NLPG
- Links to any common electronic file, web-based application or URL.

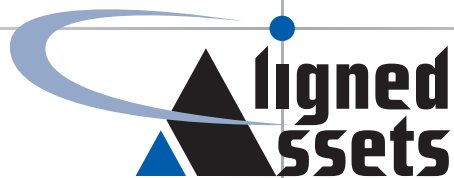
## Save Money

- Links to your own map server to show properties on maps
- Case authorisation and task capability
- Integration with our Surveys Module by automatic transfer of property information
- Powerful and very quick Google type search on both managed properties and NLPG / LLPG properties and streets
- Automatic creation of rent review cases a fixed period before the review date
- Intuitive and logical methods of working

## Work Better

- Link to BS7666 NLPG / LLPG Gazetteer – no duplication of property data
- No limitation of property / sub-property levels modelling real life
- Centralised document store
- Extensive case type handling
- Detailed tenancy storage
- Case console that summarises your cases and tasks with colour coding for overdue ones
- Automatic creation of Legal Instructions
- Display linked files or web pages in the viewing frame

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