

Estate agency cuts admin and focuses on customers to grow



Access TeamSeer

helped Samuel Estates to...

- ✓ Reduce paper forms and admin
- ✓ Gain staff visibility
- ✓ Improve resource planning
- ✓ Prevent absence clashes
- ✓ Automate holidays

The challenge

Samuel Estates is an independent estate agency with 3 offices operating in London and Surrey. They are fully licensed and regulated members of both the ARLA (Association of Residential Lettings Agents) and the NAEA (The National Association of Estate Agents), to provide their clients with the best service and the highest security standards.

For a long time, the organisation faced an absence management and holiday planning process that was very admin-heavy. Nicholas Samuel, Founder and Managing Director of Samuel Estates, had to collect the absence requests and update a spreadsheet on a weekly basis.

As Nicholas mentioned, "The main challenge for us in terms of absence management and holiday planning was that our system was paper based. The process was time-consuming and employees could not have real-time access to data. It was hard to know who was in, and who was off."

The solution

When Access TeamSeer was implemented, it was a relief for all of the team and particularly for Nicholas.

"We chose Access TeamSeer because it was cost-effective and allowed the system to grow with the business. It was also very important for us to have a user-friendly and solid system that we would be confident with. I wanted to ensure that all of the business would use it and that adoption was going to be fast."

“ The main benefit for us is that it allowed us to reduce the time we spent on admin, so we could really focus on our core activities and avoid any business or client disruption. ”

**Nicholas Samuel,
Founder and Managing Director**

The result

“We’ve seen instant benefits from the implementation of Access TeamSeer. The new system sped up the process and all employees started to get visibility across the organisation. Now, we all know who is in the office and who is not.”

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