



Transforming property operations

A National Home Move
Case Study



propertymark

INDUSTRY SUPPLIER



Introduction

In the rapidly evolving property industry, where there is high demand for faster and more efficient processes along with better transparency across multiple branch portfolios, transitioning from traditional documentation to tech-driven, data-centric processes is crucial. Join us as we explore a customer journey, showcasing how they leveraged Inventory Base—a unified, scalable solution that ensures quality control over property operations.

National Home Move is a beacon of trust in the UK property management and relocation services industry. With 63 franchise offices, managing over 3,500 properties, their journey was marred by challenging integrations, inflexible systems, and a tangled web of branch accounts and supplier connections.

These issues amounted to several operational challenges, stifling National Home Move's growth and posing a risk to their mission to provide seamless and efficient services to homeowners, tenants, and property managers.

Inventory Base's solution didn't just address the technical problems, it gave National Home Move an edge, helping them to redefine their operations and continue to deliver the excellence they're recognised for.

Seamless integration with existing platforms, centralised document management, and automated workflows transformed their day-to-day activities, so they could offer faster, more reliable, and transparent property management services.

Productivity soared,
operational costs fell, and
the company's capacity
to manage properties
surged from **3,500** to a
staggering **8,000**

NATIONAL HOME MOVE

Facing challenges head on

As National Home Move sought to centralise its property management operations, they encountered a series of obstacles that threatened to undermine its operational efficiency and ambitions for growth. The move to unify operations under one roof was driven by a desire to simplify its processes and improve service delivery across its extensive network.

Operational Complexity – Managing 63 branches with disconnected systems was an uphill battle. The lack of a unified approach led to further inconsistencies and operational inefficiencies, making it challenging to maintain a cohesive property management strategy and continue to deliver its industry-recognised, high-quality services across all locations.

Lack of Flexibility – The inflexibility of its current systems failed to meet the diverse needs of multiple branches, each with unique account structures. This rigidity led to operational bottlenecks, hindering the ability to customise workflows and simplify processes across different locations.

Disconnected Integrations – The existing systems lacked seamless integration with Reapit, a vital tool for managing property data and client relationships. This disconnect created data silos and manual data entry, which not only hampered productivity but also increased the risk of costly errors.

Supplier Connectivity Problems – Effective supplier management was another major hurdle for the team, which struggled to maintain efficient communication with suppliers, resulting in delays, and inefficiencies in property maintenance and inspections—ultimately affecting service quality and client satisfaction.



"Using Inventory Base's software has been a game-changer. It's incredible how much it's boosted our efficiency and scalability. We've seen our operational costs drop by up to **20%** and our productivity jump by **30%**. It's made a huge difference for us."

JONATHAN RUDD | NATIONAL HOME MOVE

Requirement highlights

Quality Control and Best Practices: Implementation of standardised quality control measures and best practices for all reports.

Unified Software Solution: Deployment of a single software solution with appropriate permissions and accessibility for all management and staff.

Seamless Integrations: Integration with Reapit, FixFlo, Depository, and other third-party systems as required.

Paperless Operations: Transition to paperless inventory and condition schedules, including online signing by tenants.

Cost and Time Efficiency: Achieving significant time and material cost savings through automation across branches and property management centers.

Enhanced Appointment Capacity: Ensuring adequate appointment capacity and coverage across all NHM offices.

Simplified Pricing and Billing: Introduction of simplified pricing structures and streamlined billing processes.

Effective Oversight and Management: Establishment of an agreed oversight and management structure to streamline supplier network interactions and minimise the need for local management



Turning to Inventory Base,
National Home Move overcame
challenges, transforming its
operations and delivering
noticeable improvements.

Intricate challenges

Increased Productivity

National Home Move sought to enhance productivity across all branches by streamlining workflows and automating repetitive tasks. Inventory Base's software enabled automated inspection scheduling, real-time data updates, and instant report generation. This automation freed up valuable, allowing them to focus on more strategic and client-focused activities leading to improved operational efficiency, reducing the time needed to complete inspections and manage properties.

Cost and Time Savings

Reducing manual processes and improving data integration were essential for lowering operational costs and saving time. Inventory Base's comprehensive integration capabilities with existing systems, such as Reapit for property management and FixFlo for maintenance, eliminated redundant data entry and minimised the risk of human input errors. The integration led to substantial time savings, as information was effortlessly shared across platforms, optimising resource allocation and reducing the need for additional administrative staff.

Centralisation of Documents and Data

In order to ensure consistency, accuracy, and easy access for all branches, National Home Move required a centralised system for its property documents and data. Inventory Base provided a unified platform where all property-related information, inspection reports, and maintenance records were stored and easily accessible. This centralisation eliminated frustrating data silos, ensuring that every branch had access to the most up-to-date information. Ultimately, facilitating better decision-making and coordination, while also enhancing compliance.

Seamless integration

Transparency

A key goal was to enhance transparency in operations so it could build upon the trust it has with its clients. Inventory Base's software gave National Home Move a way to issue advanced reports, providing detailed insights into property management activities and performance. This helped the company track progress, identify areas for improvement, and demonstrate accountability to clients. Recognising that transparent operations foster trust with clients, they wanted to be able to easily access inspection reports, maintenance logs, and other relevant information to increase client satisfaction.

Expansion into multiple locations

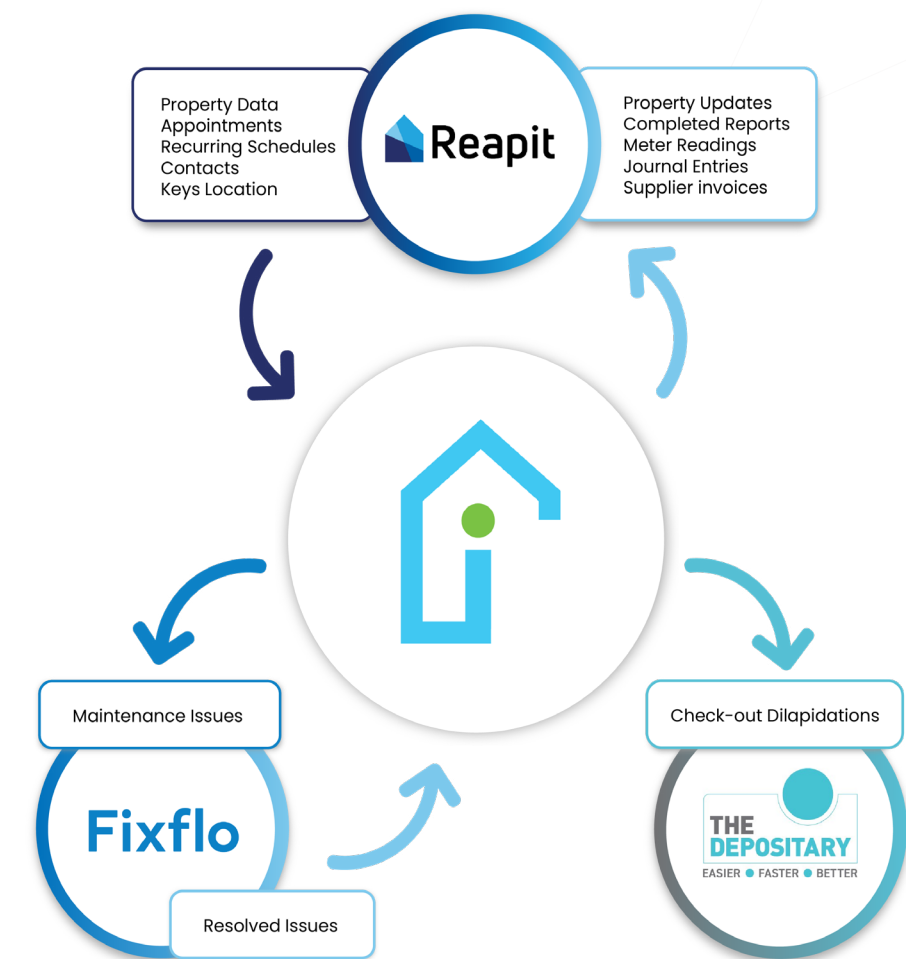
Scaling the business required efficiently managing operations across various locations. Inventory Base's scalable platform supported the company's growth by accommodating an increasing number of properties and branches without compromising efficiency at any stage. The software's multi-location support enabled the company to maintain consistent service quality across all areas, and this scalability became crucial for managing the complexities of operating in different counties and cities, making expansion smooth and sustainable.

"The seamless integration with our other platforms has made things much smoother and more efficient, allowing us to focus on delivering the best service to our clients."

JONATHAN RUDD | NATIONAL HOME MOVE

Seamless integration with Reapit was another crucial requirement of the partnership, offering a simpler integration through its robust APIs that allowed for real-time data synchronisation between systems. Similarly, integration with FixFlo for maintenance management and The Depositary for deposit handling took National Home Moves technology ecosystem to the next level.

All documents were directly inserted into the correct location within Reapit, and any relevant actions were copied across including, linking FixFlo and The Depositary, making workflows simpler to enhance overall operational performance.



Transformative benefits

Implementing Inventory Base's software brought numerous benefits to National Home Move, significantly enhancing its operational capabilities and service delivery. Adopting this advanced software streamlined their property reporting processes, reducing the time and effort required to complete detailed inventories. Overall, empowering them to operate more effectively and deliver a superior experience to their clients.

Access to Nationwide Contractors: The software provided access to nationwide contractors, ensuring timely, high-quality maintenance services and reducing delays.

Control Over Approved Suppliers: Enhanced control over suppliers streamlined procurement and ensured compliance, leading to consistent service quality.

Scalability: The software enabled scaling from 3,500 to 8,000 properties, accommodating growth while maintaining high standards.

Centralised, Smarter Documents: The system enabled a paperless process with audit trails and activity logs, improving efficiency and transparency.

Impact on Productivity and Efficiency: Automating inspections and reports boosted productivity, allowing managers to focus on strategic tasks and speeding up decision-making.

Centralisation of Documents and Data: A centralised repository eliminated data silos, ensuring branches had up-to-date information and improved compliance.

Operational Transparency: Advanced reporting and analytics provided insights into performance, fostering client trust and accountability.

Expansion Strategy and Territory Management: The software facilitated efficient property management across territories, with vetted contractors ensuring high standards and consistent service.

Positioned for a promising future

30,000

inspections completed

63

branches centralised

129%

increased portfolio

With the ability to manage more properties, National Home Move successfully scaled its ambitious operations from 3,500 to 8,000 properties, completing 30,000 inventory, routine, and check-out inspections in the process. Inventory Base's platform and robust infrastructure supported this growth without the need to ever compromise on its famed service quality or sacrifice operational efficiency.

In its mission to address its most pressing challenges and process inefficiencies, National Home Move has not only enhanced their service quality even further, but also positioned themselves for sustained growth and success in the competitive property management industry.

If you're ready to elevate your property management operations and achieve unparalleled efficiency, it's time to explore the possibilities with Inventory Base. Join the thousands of industry leaders who have joined Inventory Base for simplified, unified property operations.

Contact us today to learn how our
solutions can transform your operations
and drive your success.

Let's move forward together!

Partner Associations

propertymark

REACH
ACCELERATING REAL ESTATE
UNITED KINGDOM

ICG | APPROVED

 **UK PropTech**
ASSOCIATION

 Open Property
Data Association

ESTAS
★★★★★

 **HBSG**
HOME BUYING & SELLING GROUP
improving moving home

Integration Partners

mri
REAL ESTATE SOFTWARE

 **Reapit**

agent**OS**

Fixflo

 **SMEPROFESSIONAL**
PROPERTY SOFTWARE SOLUTIONS

 **THE DEPOSITARY**
COMPLIANCE MADE EASY. FULL STOP

gnomen

 **ARTHUR**

 **PayProp**

STREET.CO
UK



Experience the difference.

Book your free demo today.

www.inventorybase.com

sales@inventorybase.com

+44 (0) 3333 444 506



SCAN ME