



Case Study

Customer Profile

Pickwick Estates was an existing brand that the current Directors bought, and modified to create a very particular presence with the local area. Their focus is upon quality, high levels of customer service and constant communication throughout the lifecycle of a sale.

Overview

As an established business, NA were initially looking to introduce more IT into their business processes and from there, to take expand their customer base.

Industry

Residential Sales and Lettings

Business Situation

There was no provision within the company for sharing calendars or email, backing up their data or working remotely. As an actively developing business, NA were looking to take advantage of the benefits that technology could offer.

Solution

- Full web design consultation
- Back end SQL database construction
- Online CMS and product portfolio
- Daily export service to external sites

Benefits

- Constant customer exposure
- The database can be used from anywhere
- Unlimited capacity for growth
- All calendar and emails synchronised with iPhones



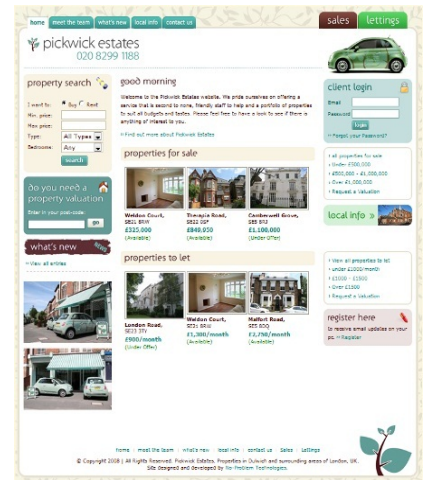
“The NPIT team worked very hard to get the look and feel that we wanted. The database itself is amazing, we couldn't run our business without it!

P. Ulivi – Director

Web based database design saves time, increases sales and revolutionises customer management.

As an established company without any IT support, Pickwick Estates needed to find a technology partner that could provide them with the right solutions for their particular needs, which were identified as the following:

- No current IT infrastructure
- No Client Management database
- No website or online 'shop window'



IT Support Web & Database Proposal

NPIT proposed a server based solution using Microsoft Small Business Server 2003 with the email, calendars and contact collaboration being handled by Microsoft Exchange.

NPIT proposed a web design that matched the style that the Directors requested, and then designed a database that would allow for unlimited growth. In addition, NPIT created a service that would run on daily basis to upload the property information on the online database to the various additional vendor sites, cutting out the repetitive entering of information and also allowing work to be carried out from home or from another site.

Ongoing reliability and scalability

Pickwick Estates now has a reliable, secure and scalable infrastructure that allows staff to work from anywhere in the world. It also has a quality website and online database that provides them with unlimited growth potential and reduces their workload by using its automatic update service. Its systems are fully managed and supported by NPIT, their online database and website is hosted on NPIT's servers and both companies work together closely to ensure that any required developments or changes are implemented quickly and efficiently