

Hi Gary

Just some very quick feedback on Bcmtrac.

I've been working on the program for a month now and whilst I only have a handful of schemes on at the moment, I can't stop raving about this software.

The takeon/migration process has been a bit frustrating at times but only because much of this has been done by myself after hours, thus a bit of trial and error.

Your support staff are beyond fantastic and that's the real reason for this email.

I can't begin to tell you how helpful Murray has been. He's patiently gone through things with me, explained processes and answered what have at times been difficult questions. I am assuming he is not from a sectional title background, in which case he has done an awesome job at answering some of the more sectional title specific questions or reverting at a later stage with answers.

I've tried not to harass your support staff with minor issues, rather trying to figure out the solution on my own but it seems your systems flag issues and advises the client thus not allowing us to forget about the issue. This is then followed up with an email from your staff which means I have to sort it out NOW.

The ongoing small changes are also a positive sign that this software will evolve with us and true to your word – "we can customize and make it work for you".

Can't believe it took us so long to take that step.

Please feel free to provide my contact details to any prospective client should you require a reference – although, I'd like to be one of a handful of managing agents utilizing this as it definitely gives us an edge, I guess we can't keep everything to ourselves ☺

Kind regards

Leighshé Hodson  
Hodson Property Group  
Tel: 021 705 8583  
Fax: 086 684 1445