

KING STREET HOUSING SOCIETY TESTIMONIAL



King Street Housing Society Limited, was established in 1966 and manages over 700 properties providing mostly general needs housing in and around the city of Cambridge.

Hilary Whipp, Finance Manager, *"In 1997 the decision was made to look at alternative Housing Management suppliers as our old system was not 2000 compliant. We researched our requirements and identified various suppliers that could provide us with a Fully Integrated Housing Management System.*

OmniLedger Ltd had tendered for us in the past when we chose our previous supplier, however, at that time we felt that the OmniLedger system did not fit our requirements. We re-approached them and found them to be very informative and willing to provide us with the system that would suit our needs. We were reassured to find that the staff who had prepared the original quote were still with OmniLedger, which spoke volumes for their staff retention. Our initial impressions of Pyramid were that it was user friendly and would fit our requirements sufficiently and therefore after further investigations and receiving satisfactory references from other OmniLedger users, made the decision to purchase Pyramid.

Realistic deadlines were set for implementation and were achieved and we received very effective training from the trainers. After all the data had been transferred, we ran parallel with our old system for 3 months, with very satisfactory results.

The noticeable benefit with Pyramid is its efficiency as an integrated system. We have found that the notes facility is excellent and there are no limits to the amount of information that can be recorded. Because it is an integrated system it maintains a complete record for tenants and their repair orders. Another useful feature is the drilldown facility as it allows for quick access to all information on tenants, suppliers and customers, providing them and us with a more efficient service.

We have found the system to be reliable and flexible and very importantly, we have found the support that has been provided by OmniLedger has been extremely good. After all, no system is perfect and there have been times when we have needed their support and it has always been available."

Year Installed: 1998 / Units: 700 / Previous System Used: Mayfair

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