



The Nomad Offices

Giving Asian business

a base to grow



centrecharge case study

THE BUSINESS

A fully-integrated service for businesses on the move in Asia. High-quality serviced offices in central business locations with access to similar quality short term living accommodation.

THE OBJECTIVES

Create an efficient, effective administrative system to track and support a transient customer base.

Ensure continuity of service in a multinational business environment.

Reduce administrative costs.

Maintain high service levels.

THE SOLUTION

RJmetis CentreCharge software.

Reliable, easy to use system.

Web-based – can be accessed from any site.

Fully integrated.

Creates time for customer service.

THE PROVIDER

RJmetis Ltd – the leading Business Centre software provider.

600+ sites world-wide.

In-depth understanding of the Serviced Offices, Business Centre and Executive Suite market.

High level of technological know-how.

RJmetis software provides the ideal foundation to operate and manage your properties.

Multiple locations or a single site – we have the software solution to fit your requirements and budget.

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Background

Farn Ho Chan understands the needs of developing businesses. As General Manager of The Nomad Offices, he has seen the business grow to seven sites in Malaysia and Singapore and is about to open new offices in Vietnam, Manila and Bangkok.

As the company name suggests, The Nomad Offices caters for businesses on the move. The dynamic Asian business environment attracts many companies keen to develop opportunities and to close deals. Whether their stay is for a few days or a few months, The Nomad Offices provides them with the necessary high quality facilities to prepare for meetings and impress their clients.

The package

The Nomad Offices provides modern office suites, conference/meeting rooms and videoconferencing facilities from its sites located in the heart of the central business districts of key cities throughout South-East Asia. Its sister company, The Nomad Residences, focuses on providing high quality living accommodation which can be integrated into a convenient package for companies seeking a temporary base for their business and their staff.

Achieving client focus

For most of his career in the serviced-office industry, Farn Ho did not use specialised business centre software but found that relying on spreadsheets "...was time consuming and difficult to keep track of customers."

Good administration is vital, although some clients have been with The Nomad Offices for years, few stay in the same city for more than a few days at a time and have come to rely upon the continuity of service provided by Farn Ho and his team.

By centralising administrative tasks onto one well designed package, CentreCharge, Farn Ho has achieved significant cost savings, whilst creating time for the attention to detail valued by his customers. "Previously it took us six days to run the invoices; now they are complete within one."

Providing continuity

However, the decision to use CentreCharge was not taken lightly. Farn Ho assessed three leading systems over a six month period setting up trial accounts with web-based CentreCharge and OfficeWyse (a local system) and examining Ultrasoft's capabilities with the CD and online demonstrations provided. "CentreCharge was very user-friendly and it was easy to key-in changes. You could tell the developers were familiar with how business centres are run."

He was reassured that CentreCharge had been developed, and in use, for over six years. "The software is very reliable. We rarely have a problem. As we are distant from the support team it is reassuring to know that this is a well established system unlikely to crash due to programming bugs."

When support is required, Farn Ho contacts the RJmetis team, confident that "a solution is usually found within one-to-two hours of the support team coming on line." He is looking forward to enhancements to the support hours as more sites open across Asia. He appreciates the tracking system for IT support. "We can always go back, look at the details of a support request and check who is dealing with it if we need to refer to it again."

Developing quality

The Nomad Offices currently uses the Customer Relationship Management and Invoicing modules of CentreCharge but looks forward to adding further modules as reporting requirements develop. Anticipating more than a dozen sites in operation by 2009, Farn Ho is relying upon CentreCharge to help maintain service quality whilst developing his business.

