

COMPANY PROFILE

From their start in a small Burlington office, Halton Heritage Realty Inc. has expanded to over 24 agents and growing; and is now the largest independent real estate brokerage in Waterdown. Servicing the areas of Waterdown, Burlington, Flamborough, Carlisle, Hamilton, Dundas, Ancaster and Stoney Creek; Halton Heritage Realty offers a full range of real estate services including leading edge technology, innovative and active marketing techniques, prudent targeted advertising along with tested negotiation skills.



BUSINESS SITUATION

Halton Heritage Realty's head office is located in Waterdown, Ontario with a recently opened remote location in Hamilton. Agents work in each office as well as from home offices.

Halton Heritage Realty relies upon industry-specific business software to manage listings, CRM functionality, financial management, and agent communications.

TECHNICAL SITUATION

The infrastructure was configured in a peer-to-peer arrangement with the broker's computer hosting the business software used by everyone.

As the number of agents, listing, and employees increased as the business grew, users found that software and/or computers would randomly become unresponsive, Internet access would become intermittent, and that the software they relied upon would report errors. These symptoms caused business interruptions lasting up to half a day; sometimes multiple times per week. Annually, these interruptions accounted for significant lost productivity.

The newly opened second office did not have access to the business software.

SOLUTION

Birmingham Consulting streamlined the internal network and installed a Windows server to manage computers, users, and network functions. Hosting of the business software was moved to the server.

A secure site-to-site connection between the two offices was also implemented to allow access to the business software from the remote office.

The server is monitored 24x7 and provides alerts of any impending issues. Automated offsite backup protects against any potential data loss in the event of fire, theft, or catastrophic failure.

RESULTS

The solution has been in place for 4 years with continuous availability. Staff productivity increased by up to ½ day per week.

By enabling secure remote access to the remote office, work was distributed across the two offices and eliminated the need to hire additional staff.

"Your knowledge and experience has allowed us to utilize our satellite office to its fullest potential. We can finally operate efficiently and effectively!"

- Ange Leclerc, Halton Heritage Realty
