



FI Real Estate **choose Synergy Technology** **as their support partner**



FI REAL ESTATE
MANAGEMENT



Background

FI Real Estate Management (FIREM) is an asset and property management company based in Chorley, Lancashire, United Kingdom. FIREM has been in business for over 40 years and has managed more than 15 million square feet of commercial and industrial real estate. The company employs over 300 people and has a large property portfolio that they ensure are protected and maintained.

The company also has vast expertise in property development within retail, office, industrial, residential and leisure. They have strong relationships with the UK's leading architects, designers, and industry contacts that allows them to get the most out of each of their properties.

FI Real Estate has been a user of Pegasus Opera for many years and use the software for managing the company's finances as well as for running payroll for the company's 300+ staff. They chose Synergy Technology to be the company's support and maintenance provider when they became unhappy with the service from their previous supplier.

Dave Gilmour, Treasury and Payables Manager at FIREM, describes the situation that led them to look for a new support partner: "We used to be with a supplier in Manchester, we were with them for a good while, and we were happy with their service, but then they got taken over, and the service went steadily downhill, so we started looking for a new provider."



Good Response Times

"We were looking for a good service for issues, minimal down time, and reasonable cost" said Dave. "We did a Google search and looked at a few different companies around the local area, and Synergy Technology were the one we liked the look of the most. It helped that Synergy is based in the Northwest since we're in Chorley. That was quite a few years ago now."

Although Synergy Technology have an office in the local area, it wasn't the only reason why David and his team chose the company. "It was the whole package really, and the cost was good as well, it was better than anything else we looked at. It was it wasn't just Synergy we looked at either, we looked at several providers. I did a search in conjunction with the then head of IT, we compared services, got quotes off three or four companies, and decided that Synergy Technology's offering was the best."

FI Real Estate Management have now been with Synergy Technology for over 5 years, so what is it that keeps them with Synergy? "The cost is still good, and also the response times. Our Account manager, Mark is very good too, he's nice. He had worked for our previous supplier as well, so we had contact with him in the past and we know he was very good. Overall, I'm very happy."

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