

# The FirstPort Group

CASE STUDY



**rocktime**



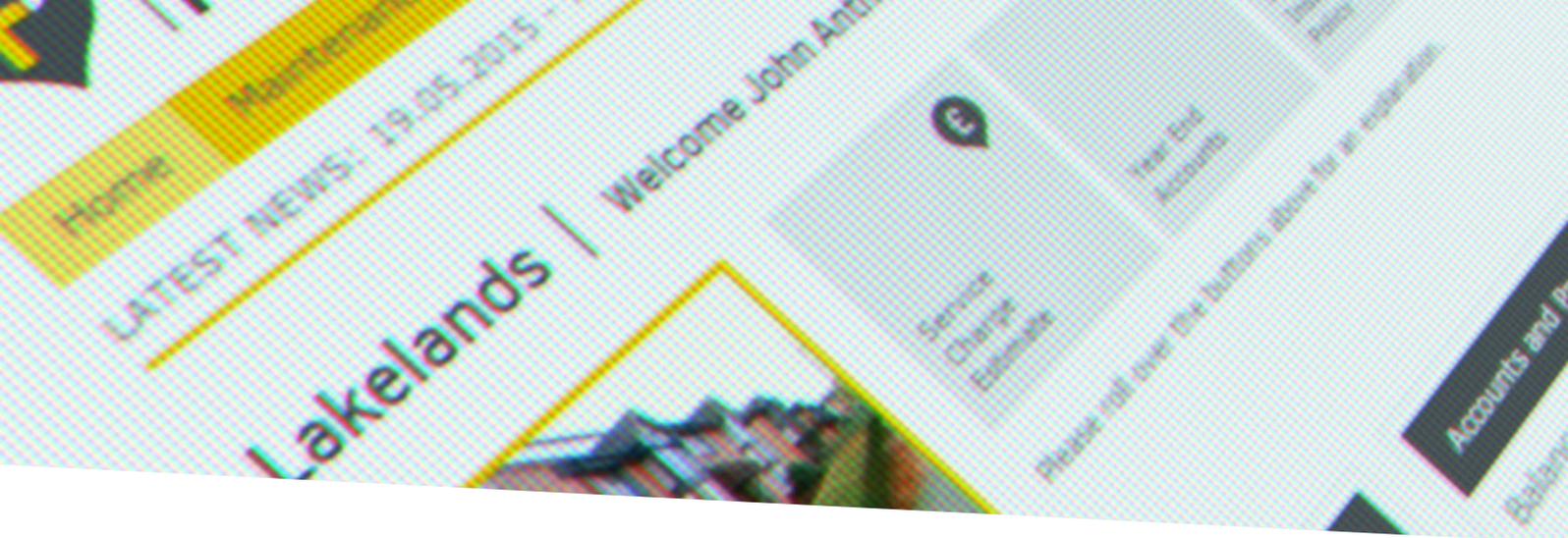
FirstPort Services Ltd is one of the UK's leading property management services businesses.

Starting as a specialist in retirement housing more than 25 years ago, FirstPort Services has grown to embrace functions such as security systems, telecare and telehealth, insurance services and general residential property management. The Group currently trades under the FirstPort brand with a number of member companies sat within it and employs more than 3,000 people managing over 3,700 developments nationwide.

## The Challenge

To design and build a customer portal providing access to development specific information across all managed properties for owners and tenants for:

- Your statement and balance
- Property maintenance activity
- Make secure payments online
- Year end accounts and financial statements
- Site Inspection Reports
- Text and email updates



## The Solution

FirstPort commissioned Rocktime through a lengthy and competitive tender pitch to build the Firstport business system.

FirstPort allows a number of different user groups the ability to access property information (in various formats) and monitor maintenance work carried out in their property. The system offers an online banking system providing access to historical transactional records and ability for online payment processing.

Further functionality included (but has been removed since) the assignment and management of contractor work by company administrators and the ability for owners to monitor this work undertaken within their property and rate. Owners also were able to view property information through a TV channel integrated with the system (Trial ended). Contractors had access to manage assigned work through mobile devices and invoice the business on completion.

FirstPort integrates with a number of 3rd party business systems managing both property and landlord/ tenant information and interactions.

### Key relevant service:

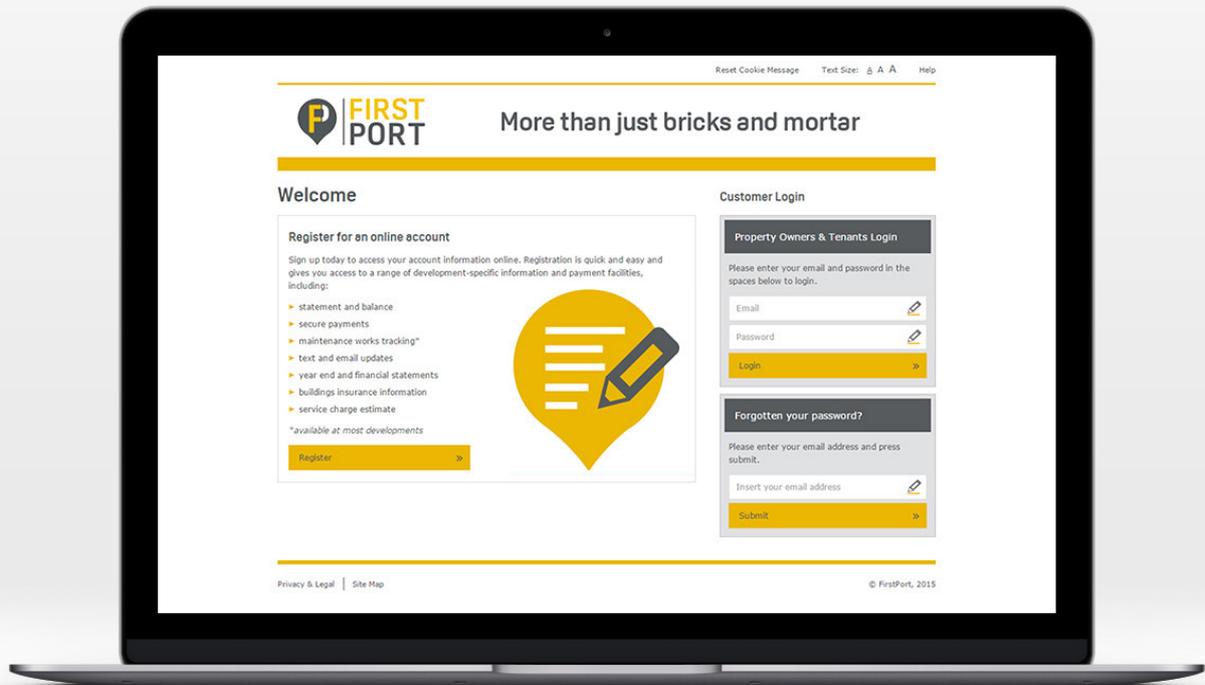
- Bespoke Business System Development
- Rocktime's Logic CMS/ CRM
- Responsive Framework
- Supplier/ Contractor Interface
- Integration with 3rd party systems
- TV Integration with optimised presentation
- Web Server Hosting
- Warranty Support Services



Bespoke Web Application  
& Software



Digital Consultancy



## Success

Since launch FirstPort has received unanimous praise from customers that has led to a number of expansions to the system benefitted by the collaborative brainstorming between the FirstPort Services and Rocktime. To date there are some 1.6 million records for owner statements and 47k registered users. In addition the developed system has received industry accolades with two awards for innovation within this business sector from RICS (Royal Institute of Chartered Surveyors) and ARMA (Associate of Residential Managing Agents).

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*I would describe Rocktime as more of a partner who you can share your vision with. They always go the extra mile and put a lot of emphasis on the relationship. Experienced, responsive and helpful...*

Head of IT Projects  
FirstPort Group

## Get in touch

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