



James Andrew International

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HG Technology's experience and knowledge of our business helped them to effectively identify a solution and implement it seamlessly delivering an immediate benefit to our operations.

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David Randell, Head of Client Accounts
James Andrew International

Delivering a highly personal yet comprehensive residential management service to developers, landlords and residents is central to the success of James Andrew Residential. However the need for complex weekly cash reconciliations for multiple bank accounts was a drain on staff resource.

Not only was the manual reconciliation process time consuming it was also prone to inaccuracies, so James Andrew worked with us to explore the best solution for their problem and we proposed a bespoke Excel based system that automated the reconciliation process and allowed the multiple bank file downloads to be inputted automatically.

The robust solution not only meant a major reduction in staff time taken inputting and checking the process, but it also improved operational efficiencies and customer satisfaction due to a significant reduction in error rates.