



CASE STUDY

# REMAI GROUP OF COMPANIES

# Western Canadian property management and construction company experiences full integration and multi-vertical management with Reflex Software.

## About

Founded by Joseph A. Remail in 1963, the Remail Group of Companies is a diversified real estate investment, development, and management company operating in Saskatchewan and Alberta. They have been building high-quality condominiums since the 1970s and pride themselves on providing homeowners the best locations, best designs, and best value.

Remail Group currently owns and manages a portfolio of multi-residential and commercial properties in Saskatchewan and is the proprietor of a number of hospitality communities throughout Sherwood Park.



[www.remailgroup.com](http://www.remailgroup.com) 

In early 2009, the Remail Group of Companies began looking for a new software package to replace their system at the time, which performed well on the property management side but was not a full solution.

The company decided to replace this legacy system with a new enterprise solution that could manage extensive holdings across multiple verticals, including residential and commercial properties, construction management, and hotel management.

“At the time we originally engaged with Reflex, we were a property management, construction, and hospitality group of companies,” says Nicholle Povhe, Manager of Financial and Administration at Remail Group of Companies.

“This product was a good fit in each industry and offered every module that we needed: Banking, A/R, A/P, Contracts, Property Management, Fixed Assets, Human Resources/Payroll, and more.”

## CHALLENGE • • • • •

Remail Group is a multi-faceted business, so the goal was to try and find an enterprise solution that could manage all verticals without the need for disconnected, disparate bolt-on solutions.

Remail Group wanted to run HR and payroll for all hotel holdings, while also running financials and performing consolidations of all business verticals within one solution.

The company undertook a weighted matrix evaluation of four products in fall 2009, and Reflex ranked the highest of the group. Shortly after, Remail Group selected Reflex and went live on the solution in the first quarter of 2010.

## SOLUTION • • • • •

Having a single solution across all of Remai Group's legal entities was very effective, especially since the company no longer had to train staff on multiple platforms at the same time. Implementation and training services were delivered directly by Reflex's staff to employees at Remai Group and came with expertise and full understanding of the software.

"The most compelling reason we purchased and continue to use Reflex ERP is because of its full functionality and terrific support," says Povhe.

An added bonus was that, since Reflex owns 100% of its intellectual property and was not a reseller, Remai Group was able to work directly with Reflex to build out additional features and functions directly within the source code. One of these features included a new automatic rental increase feature, which automatically generates rental notices and rental increases based on anniversary dates. "The Reflex team has always been receptive to suggestions for improvement and they continue to strive to offer the best product and service to their clients," says Povhe.

Likewise, when government changes were introduced into Saskatchewan, Reflex made sure to quickly incorporate these changes into the software prior to the new laws coming into effect.

## RESULTS • • • • •

Thanks to Reflex, Remai Group now has very timely month end and year processes, allowing for faster closes and more accurate financial management. They also have access to in-house support from Reflex around the clock.

"I really appreciate the Customer Care Center, where requests for assistance are logged and monitored," says Povhe. "Our concerns are addressed quickly on a regular basis. I really like the value Reflex delivers, the people at Reflex, the support, and especially the product."

A client of eight years and counting, Remai Group is currently in the process of upgrading to the new Reflex Version 11.0 and continues to use the software to manage all aspects of their business.

## About Reflex

**Reflex Enterprise Solutions Group Inc.** is a software development company based out of Edmonton, Alberta. For more than 30 years, we have provided modern business and technology solutions to a wide variety of clients, on a national and international level.

**Our client experience includes industries such as construction, land development, property management, and manufacturing and distribution.**

**Not only do we deliver a software solution to help clients address the challenges of today, we also build lasting business partnerships with our clients. We measure our success by the value we deliver to our clients.**

**For more information, please contact us:**



[www.ReflexERP.com](http://www.ReflexERP.com)



[sales@thereflex.com](mailto:sales@thereflex.com)

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