

Las Vegas Paperless SolutionsSM

lvpaperless.com
info@lvpaperless.com
702-987-3331

Partner with:



DocSTAR Helps Re/Max Get a Handle On Overwhelming Amount of Paperwork:

Customer Profile

Re/Max is a leading real estate office in Georgia with multiple branch offices covering one of the fastest growing areas of the Atlanta home market.

Application

Re/Max uses DocSTAR to scan and file every piece of paperwork as it comes into the office, including listings, new contracts, completed contracts, and archived files. Agents at home or in the field gain access to the files via the Internet using unique logins and passwords.

The Re/Max branch office was recently connected to gain access to scanned documents.

The Problem

"Our office had a problem in the past with lost contracts, or contracts not being turned in," said Angela McBride, Executive Assistant at Re/Max Premier. "Paperwork was sometimes altered, creating confusion with customers. We knew we had to get a handle on this." Re/Max also wanted to find a more effective method to search files quickly.

The Solution and The Benefits

The Re/Max staff feels that they now have a handle on their paperwork with DocSTAR. Scanned files give agents quicker access to files, with multiple search options and instant delivery to their computers.

"Agents are able to check the status of their files at any time with DocSTAR," said McBride. They don't have to worry about carrying files with them everywhere they go. Plus, they are able to fax or email contracts and other documents straight from the system to anyone. Our agents love this feature because it speeds up the sales process.

"We never have to worry about contracts getting lost with DocSTAR because every one is scanned into the system and stamped with the date and time," said McBride. "Since these electronic files cannot be altered, we have a clear path to follow as the files progress from initial contracts to confirmed sales to archived documents. This is an important step in eliminating confusion and creating customer confidence."

DocSTAR allows Re/Max staff great flexibility in search options. "I can search for files by active status, pending status, closed status, or even narrow it down to a specific date," said McBride.

"As a side benefit, we are able to graph the productivity of the agents," McBride continued. "Because we can search for documents by agent, it is easy to calculate the number of listings month to month, or on average, the amount of pending sales and closings. At the end of each year each agent is given a copy of his or her productivity figures. This allows their supervisor to plan with them individually to improve their sales productivity."