



Century 21 Wilson Minger Agency, Inc Customer Success Story-Real Estate

As one of the top real estate offices in the Northwest Florida panhandle, Century 21 Wilson Minger Agency, Inc. (Wilson Minger) has won numerous awards for quality and performance such as Centurion Office Award, Quality Service Pinnacle Office Award, and the President’s Award. The agency’s busy Niceville, Florida location houses 45 active agents, closing an average of 25 transactions per month. With each transaction comes an excess of paper, all of which Wilson Minger houses in a veritable village of file cabinets.

Coastal Business Products, a local dealer of scanning devices, recognized the pain Wilson Minger was experiencing with its paper-based and time- and resource-intensive processes, and suggested utilizing a document management solution. “It was apparent once this product was introduced that Questys document management would be a tremendous asset to our business,” said Kathryn Weeks, office manager at Wilson Minger. The company was live within a couple of days and after completing a remote training with the Questys sales team, had transformed its office environment.

“Questys document management enables an 80% time-savings in filing our new listings. Within a couple minutes, I can save files on multiple listings. This is a significant amount of time saved compared to our previous filing process,” said Weeks. As a contract progresses from open to close of escrow, the required documentation is placed in the electronic file in Questys document management.

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Kathryn Weeks,
Office Manager,
Century 21 Wilson Minger Agency, Inc.

With Wilson Minger’s agents working in the field, hard copies of each file are still kept on hand. However with all documentation stored in Questys document management, there is never concern about documents being lost. Weeks also says having instant access to these files helps agents respond faster to customer needs and provide better customer support for clients.

Questys document management has definitely heightened the level of customer service Wilson Minger’s agency provides its customers. The intelligent software solution has also enhanced the professionalism and organization of the Wilson Minger office. “The Questys document management solution has made our office environment much more efficient and enables us to pass on that convenience to our customers,” said Weeks. “When an agent calls requesting a document from their listing file, we can e-mail it within minutes.”

Like many successful real estate offices, clients and prospects are coming and going from the office all day, which makes appearances very important. “With Questys, our documents are tidy and nicely prepared in addition to being close at hand. Now, instead of having five to six years worth of files saved on hand, we only keep the past two. One can imagine how much space this program has helped us save,” said Weeks.

“Questys document management was the right solution for our small business. It’s unquestionably user-friendly and stable,” said Weeks. “As far as cost per performance, Questys was a wise purchase. We would do it again today.” When asked about product support and service, Weeks added, “The people at Questys have been wonderful. They are promptly responsive to our questions, very professional, thorough, and always great to work with.”

Overview:

COMPANY

Century 21 Wilson Minger Agency, Inc.

HEADQUARTERS

Niceville, FL

INDUSTRY

Real Estate

NO. OF EMPLOYEES

50

BUSINESS CHALLENGE

A paper-driven business-model hindered office efficiency and customer service.

SOLUTION

Questys Document Management: An affordable, easy-to-use document management solution that dramatically improves office productivity and customer service levels.

RESULTS

- 80% time-savings in creating new listings
- Increased efficiency in day-to-day operations
- Straightforward search functionality provides fast and precise results
- Notable improvements in customer service and office professionalism

