

GoldenLion Implements Zoho One for Epping Property

Introduction

Founded in 2011, Epping Property is led by a team of expert real estate brokers with over 20 years of industry experience. Specializing in the sale and rental (leasing and letting) of industrial and investment properties, the company serves the Greater Cape Town area, South Africa, with a commitment to excellence and professionalism.

Recognizing the need to enhance its operations, Epping Property decided to upgrade its CRM system to a robust, cloud-based platform tailored to its business needs.

GoldenLion implemented Zoho One along with the Real Estate Agency CRM - a specialized industry solution built on Zoho CRM for real estate brokerage firms. This tailored approach allowed Epping Property to go live quickly and efficiently, empowering them to streamline their operations and continue delivering exceptional service.

Business Name

EPPING PROPERTY

Company Profile

- INDUSTRY REAL ESTATE AGENCY
- TYPE B2B AND B2C
- HQ SOUTH AFRICA
- USERS 3

Selection Criteria

- ONE SUBSCRIPTION, MULTIPLE APPS
- TIMELY SUPPORT
- PROPER PARTNER SUPPORT
- BUDGET-FRIENDLY
- INTEGRATION WITH WEBSITE
- REAL ESTATE AGENCY SPECIFIC SOLUTION



CASE STUDY

Problem Statement

Epping Property had been using a CRM system for years, but it was outdated and lacked cloud capabilities. Over time, they realized that other companies had "leapfrogged" ahead with modern, cloud-based systems, leaving their own setup feeling obsolete.

Before discovering Zoho, they felt they were falling behind, especially as real estate businesses adopting advanced technology began to outpace those sticking with older solutions.

This prompted Tony, the director of Epping Property, to search for a user-friendly, modern CRM solution designed specifically for the real estate industry.



WHY ZOHU ONE?

- Zoho One offered a unified platform on which all its applications could work together. This ensured smooth data flow between departments, reduced redundancy, and improved decision-making.
- With Zoho One, Epping Property gained access to a comprehensive suite at a fraction of the cost of multiple standalone tools.
- GoldenLion's expertise ensured a smooth transition to align with Epping Property's unique requirements related to real estate brokerage business.

Finding GoldenLion

When Tony began searching for a solution, his primary challenge was finding a robust, cloud-based platform tailored specifically for real estate agencies.

During this time, an industry colleague recommended GoldenLion to him.

GoldenLion had previously implemented the Real Estate Agency CRM, built on Zoho CRM, for this colleague, who was using it successfully to streamline their business operations. This endorsement made Tony's decision much easier.

He reached out to GoldenLion via email and promptly scheduled a demonstration of the Real Estate Agency CRM.

CASE STUDY

Implementing Zoho One

GoldenLion began its journey with Epping Property by implementing the Real Estate Agency CRM. With the CRM successfully launched, GoldenLion took the next step by customizing the system to address Epping Property's specific needs and unique workflows. This involved creating multiple additional automation and workflows, enhancing the CRM's functionality to align seamlessly with their business processes.

Building on this foundation, Epping Property decided to centralize its operations under the Zoho One platform. GoldenLion facilitated this transition by deploying a suite of Zoho applications, including Zoho Mail, Zoho Social, Zoho Campaigns, Zoho WorkDrive, and Zoho Meetings, to streamline their email, marketing, and document storage needs.

By integrating the Real Estate Agency CRM (built on Zoho CRM) with other Zoho One applications, Epping Property began to experience the platform's full potential, transforming its operations and boosting overall efficiency.



Future Plans

"We envision using more Zoho products over time and will naturally continue to engage with GoldenLion for support with all our future needs."

TONY BALES

Director,
Epping Property

SOLUTION OFFERED

- Implementation of the Real Estate Agency CRM, built on top of Zoho CRM.
- Development of additional automations and workflows within the CRM solution.
- Implementation of Zoho Social and Zoho Campaigns for streamlining the marketing process.
- Implementation of Zoho WorkDrive for document management.
- Migration to Zoho Mail.
- User onboarding and training focused on system adaptation.



Tony Bales

Director
Epping Property

About Zoho and GoldenLion

"We wholeheartedly recommend both Zoho and GoldenLion to any company considering Zoho as a solution. Despite GoldenLion being based in India, their responsiveness to our needs has been exceptional, addressing our issues as if they were located right in our own city."

CASE STUDY



About Goldenlion

Starting its journey as an Alliance Partner of Zoho Corporation, GoldenLion has become one of the top Zoho consultation companies worldwide.

Since our inception in 2010, we have been helping small and mid-size businesses worldwide automate and structure their entire business processes by offering all-around consultation for the Zoho Suite of Products and customizing them to fit our client's business requirements.

With 900+ customers in 90+ countries, today we are all set to become a trusted growth partner to your business!

[Here's what our customers have to say about our services.](#)

900+
Customers

30+
Team Members

6
Industry Solutions

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