Digitising property inspections to save time and create consistency.

TouchRight's property reporting software solution helps letting agents, property managers, inventory clerks and contractors inspect properties and create reports in a thorough, consistent and professional way.

TOUCHRIGHT by Plentific

The Challenge

TouchRight had undergone some initial elements of their concept with another supplier. The nuances of the rental and letting market had created new challenges which needed to be considered, meaning the initial project was halted for review.

Merisis were then approached to reinterpret the brief and determine how much of the work to date was usable, and how much needed to be redeveloped to provide a solution which both organisations were not only proud of, but also had the necessary commercial and time-sensitive considerations too.

Due to the scale of the market, from single agents through to portfolio managers, TouchRight wanted a solution which could create high levels of control, but retain flexibility to make a more bespoke experience depending on the property owner and their already established processes.

Understanding such nuances between different agents alone was a challenge - something Merisis needed to completely get into their mindset before they are able to apply a technological approach to creating an apt solution.

SOFTWARE DEVELOPMENT   **MOBILE APPS**   **SYSTEMS INTEGRATION**   **WEBSITES & E-COMMERCE**
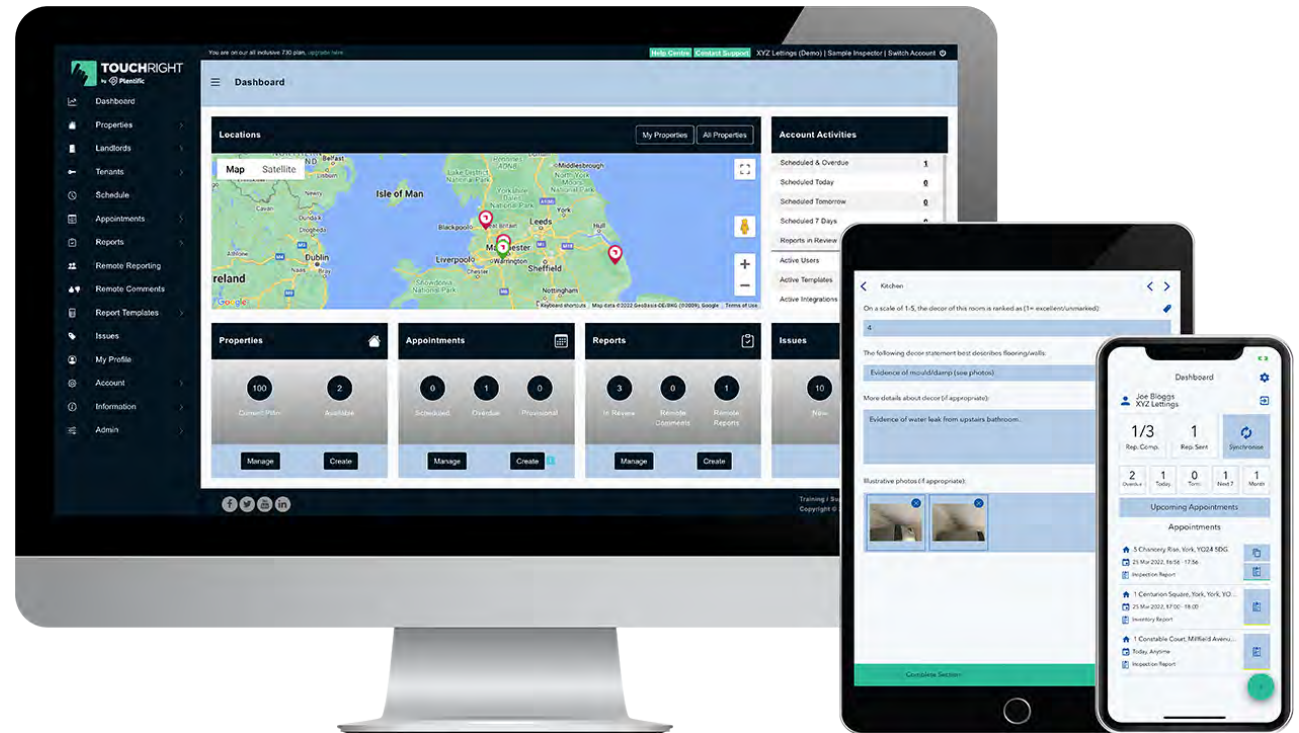
Our Approach

Merisis took an analytic and comprehensive approach to understanding the demands of the target market, the vision of TouchRight and the required capability of a technical solution within the client's budget.

By understanding not only the needs (and wants) but the outcomes too, Merisis were able to propose a solution which met all requirements and provided the flexibility the client wished for.

Close collaboration and a robust account management model meant that a strong relationship was formed, with TouchRight appreciating and welcoming the approach to solutions which Merisis had brought to other industries.

A potential added complication to the market was the already widely used industry standard software which needed to be considered.

Instead of working against this, Merisis and TouchRight developed system integrations and an open API approach, meaning the user experience from one platform to the next was more seamless and reduced repetition.

More information is available online at www.touchrightsoftware.com with the TouchRight app being available on both Apple and Google app stores.

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The Award-Winning Property Reporting Software

The Outcome

The software platform and accompanying App is an easy to use and customisable software solution. It enables property professionals to carry out inspections more efficiently – saving hours each day. By digitising a previously manual process, the tool captures and stores content automatically – plus creates a central-ised archive.

Additionally, the tool creates an audit trail – meaning maintenance schedules are built and safety inspections recorded too.

Finally, the digitised content is flowed into branded report templates which gives the end-user a professional report after each inspection.

"Merisis were our partners in this project, rather than being a reactive software house. We really valued what they brought to the table – whether that was simplicity in approach, or ideas to help provide a more intuitive solution."

Terry Lightfoot, Co-Founder, TouchRight

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