



## CASE STUDY

# Empowering Real Estate Success: How Statons Estate Agent Transformed Operations with Microsoft 365

## WHO ARE STATONS ESTATE AGENT?

Statons Estate Agent is a prominent independent estate agency specializing in high-end residential properties across North London and Hertfordshire. With six strategically located offices and a diverse portfolio, they cater to a wide range of client needs—from charming cottages to luxurious country estates. Known for their exceptional service and in-depth market knowledge, Statons is a key player in the regional property market.

## THEIR CHALLENGE

Like many real estate agencies, Statons found themselves constrained by outdated IT systems that couldn't keep pace with their growing business. Their reliance on an aging on-premises server resulted in frequent downtime, creating delays in accessing critical documents and communications. This affected their ability to manage multiple offices effectively and respond to client inquiries quickly—a must in the fast-moving property market.

Moreover, their previous IT provider lacked the industry insight to offer proactive solutions, leaving Statons underutilizing their existing Microsoft 365 licensing. This meant missed opportunities to streamline workflows and enhance collaboration, both essential for delivering the exceptional service their clients expect. Statons needed a modern IT infrastructure that would empower their teams to work smarter, not harder.

## OUR SOLUTION

Sereno IT worked closely with Statons to transform their IT operations into a modern, efficient, and scalable setup. The first step was addressing their outdated on-premises server, which was replaced with a secure, cloud-based storage solution using Microsoft SharePoint. This migration not only improved accessibility for staff working across six offices without the need for unreliable VPNs. This also eliminated the need for an expensive backup system, and allowed for a downgrade on firewalls, saving Statons approximately £40,000 over three years.

To maximize collaboration and streamline workflows, Sereno implemented Microsoft Teams for real-time communication and SharePoint for centralized document management. These tools enabled staff to access and share critical property files instantly while on the go, improving response times and ensuring seamless coordination between teams. By fully utilizing Microsoft 365, Sereno empowered Statons to operate with the speed and efficiency required in the competitive real estate market.

Recognizing the importance of security in protecting sensitive client data, Sereno introduced advanced cybersecurity measures at both the device and cloud levels. Multi-factor authentication (MFA) and endpoint protection were implemented to secure access to systems, while cloud-based threat detection ensured proactive defense against potential cyber risks. These enhancements provided peace of mind to Statons' leadership, knowing their systems and clients data were well-protected.



**As a business that depends on efficiency and collaboration, we needed IT systems that could keep up with our pace. It was important to have a trusted partner who not only resolved challenges but also guided us on maximizing our technology to support growth.**

**Nigel Shearsby**  
Partner  
Statons Estate Agents



## WORKING WITH SERENO - THE RESULTS

Sereno prioritized equipping the Statons team with the knowledge and confidence to use their new tools effectively. Tailored training sessions were conducted to help staff navigate the updated Microsoft 365 environment, while ongoing support ensured any challenges were promptly addressed. The end result was a future-ready IT infrastructure that not only solved immediate problems but also positioned Statons to grow without being held back by technology limitations.

Statons has experienced transformative results since completing their IT overhaul with Sereno IT:

- **£40,000 Cost Savings:** Eliminating unnecessary backup expenses significantly reduced overhead costs.
- **Improved Efficiency:** Cloud-based storage and collaboration tools have minimized downtime and accelerated property transactions.
- **Seamless Collaboration:** Microsoft Teams and SharePoint enable real-time teamwork across multiple offices, enhancing communication and responsiveness.
- **Robust Cybersecurity:** Advanced measures protect sensitive client data, ensuring Statons remains secure and compliant.
- **Scalability:** The new infrastructure is equipped to support Statons' growth without additional disruptions or costs.



**Sereno IT provided a solution that perfectly aligned with our needs. Not only did they help us save on costs, but they also ensured our systems are secure and scalable. Their expertise in Microsoft 365 has transformed how we operate, allowing us to deliver faster and more efficient service to our clients.**

**Nigel Shearsby**

Partner

Statons Estate Agents

## Ready for a quick chat?

Got a specific use case you'd like to discuss? We can help. Arrange your personalised consultation call today.



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