

# BRIDGES PROPERTIES

How a fast-growing estate agency upgraded their **Communications and Print infrastructure** to support business expansion.

Industry

Real Estate

Services

Unified Comms & Managed Print

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*Workflo Solutions provided exactly what we needed during our expansion. Their support in setting up our new office, from phone lines to connectivity to print, has made a huge difference to how efficiently we operate today.*

*Kris Bridges, Business Owner*

## Challenge

In 2024, Bridges Properties entered a period of rapid growth, which required the business to relocate to a larger office space. With the expansion came several operational challenges that needed to be addressed in order to support increased staff capacity and higher client enquiry volumes.

Their existing telephony system lacked sufficient phone lines, while the new office required more robust connectivity infrastructure to ensure reliable day-to-day operations. At the same time, the growing workload of property listings, documentation, contracts and marketing materials highlighted the need for a more reliable and efficient print solution.

Bridges Properties required a scalable, integrated technology setup that would support both immediate operational needs and long-term business growth.



## Client Overview

Bridges Properties is a modern independent estate agency based in West Lothian, specialising in residential property sales.

Led by owner Kris Bridges, the business has built a strong reputation for transparent communication, high-quality marketing, and exceptional customer service.

As the company experienced rapid growth, it required reliable technology infrastructure to support increasing staff numbers, higher client communication volumes, and expanding operational demands.

## Solution

Workflo Solutions partnered with Bridges Properties to deliver a complete upgrade of Telephony, Connectivity, and Print Infrastructure as part of their office expansion.

Following a detailed assessment of the new premises and operational requirements, Workflo designed and deployed tailored solutions to support the business's growth.

1

### Expanded Telephony System

Additional phone lines were installed to support higher call volumes and a growing team, improving communication efficiency and responsiveness to client enquiries.

2

### Enhanced Connectivity Infrastructure

The network environment within the new office was upgraded to provide fast, reliable and scalable connectivity supporting daily operations.

3

### Managed Print Solution

A new Managed Print Service was implemented to improve document handling, reduce downtime and ensure high-quality output for property documentation and marketing materials.

## Results

Workflo's technology solutions have enabled Bridges Properties to operate with a modern, reliable infrastructure that supports their expanding business operations.

By upgrading Telephony, Connectivity, and Print Services, the business now benefits from improved efficiency, stronger communication capabilities, and a scalable environment ready for future growth.

The partnership continues to support Bridges Properties with ongoing service and proactive support as the business evolves.

- Improved communication capacity supporting increased client enquiries
- Reliable connectivity infrastructure across the new office environment
- Streamlined print operations for property documentation and marketing
- Scalable technology setup designed to support continued business growth
- Trusted technology partnership with ongoing support and service

## Why Real Estate Businesses Choose Workflo?

Property businesses rely on reliable communications, secure connectivity and efficient document workflows to manage client relationships and transactions.

Workflo supports estate agencies with an integrated suite of technology solutions spanning Cloud Infrastructure, Cybersecurity, AI-driven Business Automation, Managed IT, Document Management and Managed Print; helping businesses operate more efficiently. Our experience with growing and multi-office property firms allows us to deliver scalable technology that supports productivity and customer service.

With Workflo as a partner, property businesses gain reliable infrastructure that supports both daily operations and future growth.



### Let's Talk!

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