



SHEPHERD CHARTERED SURVEYORS

How a leading Scottish property consultancy transformed operations across 30+ offices with IT & Print Management.

Industry

Real Estate (Property Surveying)

Service

Managed IT & Print

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Workflo Solutions remains a trusted technology partner for Shepherd's, delivering tailored, proactive IT and print management solutions that free us to focus on providing exceptional property consultancy services across Scotland.

Ian Fergusson, Senior Partner

Challenge

Shepherd Chartered Surveyors initially partnered with Workflo Solutions in 2008 to support a single office location in Stirling. As the business expanded to more than 30 offices, the organisation required a reliable, scalable Managed Print Service to optimise print infrastructure and control costs.

In 2016, following the departure of their in-house IT manager, Shepherd sought a trusted partner to take over full management of their IT infrastructure, including Microsoft 365 administration, security management and end-user support.

The key challenge was to ensure seamless IT operations, enhanced security and reliable communication across a geographically dispersed workforce while maintaining consistent service levels across every office.



Client Overview

Established in 1880, Shepherd Chartered Surveyors is one of Scotland's leading independent property consultancies. With a network of offices across the country, the firm provides expert surveying, valuation and property consultancy services supported by strong local market knowledge and national expertise.

Shepherd works across residential, commercial and rural property sectors, offering services including Home Reports, property valuations, commercial property consultancy and property management. Their experienced team supports a wide range of clients, from homeowners and investors to developers and businesses, delivering trusted advice across the property lifecycle.

Solution

Workflo Solutions delivered a fully integrated IT and print management environment, designed to improve operational efficiency, strengthen security and provide reliable support across Shepherd's multi-site infrastructure.

1

Unified Print Environment

Implemented a fully managed print service across 30+ offices, replacing fragmented print devices with a standardised and centrally managed infrastructure. This significantly reduced administrative overhead while improving reliability and minimising print-related downtime.

2

Fully Managed IT Operations

Assumed end-to-end responsibility for Shepherd's IT infrastructure, monitoring, and support. Proactive maintenance and rapid issue resolution ensure consistent system performance and minimal disruption to business operations.

3

Hardened Microsoft Ecosystem

Optimised Shepherd's Microsoft 365 environment with advanced security controls, including Microsoft Defender and enterprise-grade protection policies. This strengthened data security, improved compliance, and ensured safe collaboration across teams.

Results

Workflo solutions delivered measurable results for Shepherd Chartered Surveyors, transforming IT and print operations into a streamlined, high-performance infrastructure that directly supports business expansion and day-to-day resilience.

By implementing enterprise-grade services and aligning technology with operational needs, Workflo eliminated key pain points and delivered reliable connectivity across all 30+ offices.

The partnership has enabled Shepherd's to work more efficiently while focusing on delivering expert property consultancy services.

- Improved operational efficiency through centralised management of print and IT infrastructure.
- Enhanced business continuity with proactive IT monitoring and responsive support.
- Strengthened cybersecurity posture using Microsoft Defender and managed security policies.
- Reliable collaboration and communication supported by Microsoft 365 services.
- Scalable infrastructure designed to support Shepherd's continued business growth.

Why Property Surveyors Choose Workflo?

Property consultancies, surveyors and real estate firms across the UK choose Workflo because we simplify multi-site technology management through fully integrated services. By combining an integrated suite of technology solutions spanning Cloud Infrastructure, Cybersecurity, AI-driven Business Automation, Managed IT, Document Management and Managed Print; we help property professionals operate more efficiently while maintaining secure and reliable systems. Our proven track record working with multi-office organisations enables us to deliver consistent, scalable solutions that support long-term business growth.



Let's Talk!

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