FROM EXCEL "STRESS" TO COYOTE CLARITY

How Chancerygate transformed property data analysis



When smart decisions depend on having the right data, it's not surprising Phillippa Twohig-Howell felt this way. She's a Data Analyst for the property development arm of Chancerygate. Phillippa told us how she remedied this problem, discovering more time for higher value analysis in the process.

Draining time and losing trust

Chancerygate is the largest multi-level industrial property developer and asset management company in the UK. With a growing portfolio, in the region of £35 million invested in new development sites, the company has 3.15 sq ft in the pipeline.

Demonstrating its commitment to growth, Phillippa joined Chancerygate in 2021 to expand the data analysis team. Assessing new opportunities as they come in, Phillippa models the potential return against key metrics. Her input steers significant decision-making for portfolio growth.

"When I joined, the company was growing quickly," said Phillippa. "Instead of looking at a handful of development opportunities every year, we were assessing 20 or more at any one time. And still using Excel for all this.

Tabs wouldn't connect and you would be copying and pasting information over. Anyone could make changes to the data or overwrite it. With no accountability, you often found data mismatches. So yes, I had trust issues with Excel," she said.

This stumbling block also drained Phillippa's time. And she knew she wasn't delivering the best possible information.

> *"It could take hours to find what you were looking for in Excel and pull information together in a new spreadsheet. Then I had to hope the information was right. Personally, I found it very stressful," she added.*

SEEING **COYOTE'S POTENTIAL**

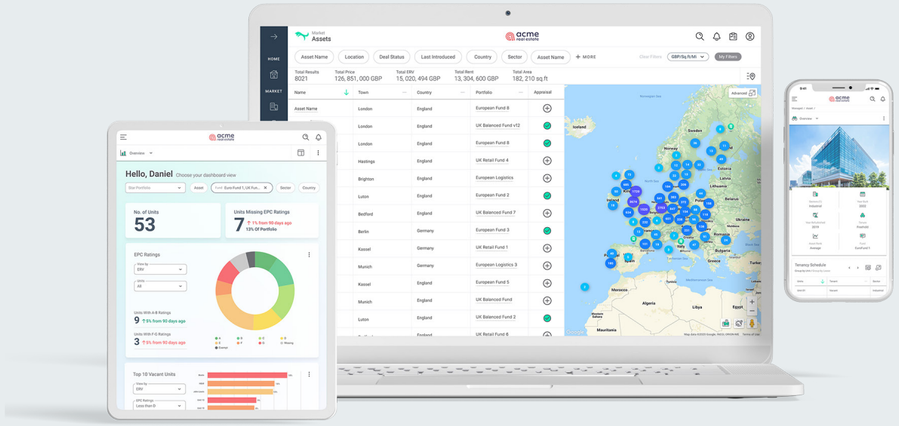
The breakthrough came from Phillippa talking to the Head of Asset Management. That side of the business had been using Coyote Software since 2018.

"He couldn't sing its praises enough. So, wanting to know what all the fuss was about, I asked him to show me. I remember thinking "This is really good. We've got to have it too".

So, what was Phillippa's "aha" moment when she saw Coyote in action?

"It was three things, actually. First, it looked so easy to use. And you could manipulate the interface to make it look how you wanted. Then I saw how incredible the filters were. You could quickly search deep into your data to discover new information." she said.

Having endured six months of Excel frustration, Phillippa approached her Managing Director. Valuing accurate data for a growing company, he saw how Coyote was supporting the asset management team. With Phillippa's clarity, the way forward was now obvious.

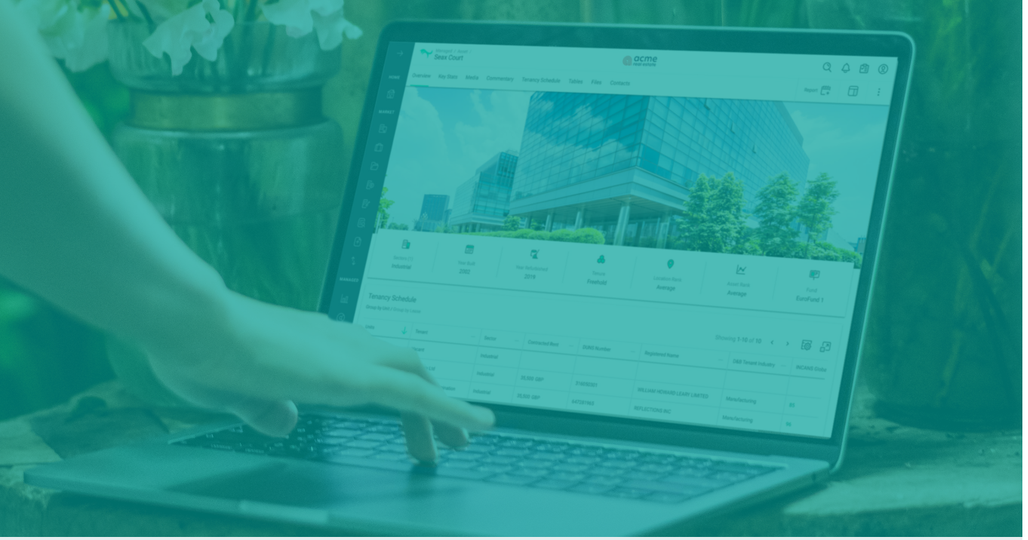


"Finally, you could control data much better. You couldn't duplicate or overwrite information, so this stopped a lot of confusion.



PHILLIPPA TWOHIG-HOWELL
Analyst

Chancerygate



“For me, it was about pulling out the right data at speed and presenting it clearly to senior managers and the board.



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PERSONALISING **COYOTE FOR CHANCERYGATE**

Having software that fits your needs is incredibly important. That’s why the Coyote team works with clients to ensure they’re getting the very best from the software.

Phillippa experienced this first-hand, from set-up to ongoing support.

“Working with the team from Coyote, not only did we look at how I wanted to use the software from my perspective as a data analyst, but also the Development Managers’ needs. For me, it was about pulling out the right data at speed and presenting it clearly to senior managers and the board.

The Coyote team are great at listening and understanding. In the beginning, they were constantly thinking about how they could personalise things for us. I trusted them because they could see what I wanted from the outset.

One thing we needed to perfect was a timeline display. This had to include when we got the site introduction, achieved planning permission, started on site, finished the work, and sold it. We were very specific about how this would work best for us. Coyote were great at customising filters to make it happen,” said Phillippa.

TIME IS PRECIOUS, AND COYOTE GIVES YOU **SO MUCH BACK**

Phillippa says Chancerygate is a long way from the days of relying on Excel. So, what has Coyote given her team that they couldn't achieve by other software means?

"Oh, I can get so much more done with my day when I can use a filter to access the information quickly. It saves me hours of digging into different folders online, then checking if the figures are correct. It gives me more time to do work that drives profit. Time is precious, and Coyote gives you so much back," explained Phillippa.

But it's not just about finding time for higher-value tasks. Phillippa feels using Coyote enhances the company's decision-making process and reputation too.

"I can always trust the information I'm giving our board and senior management team now. I never have to double-check it. Information plays a crucial role in the decision-making process which is why accurate and up to date information is so important.

When presenting performance information to banks or potential partners, our accurate data demonstrates how good we are. It highlights our strong track record," she said.

Phillippa also highlighted the value their development managers get from using Coyote. Updating it regularly, the team uses the software in weekly meetings to discuss site progress, confident the data they see is correct.

"Personally, I feel in control now. Equipped to report any information required. I feel much lighter too – a sense of relief. I'm not weighed down by the worry of making sure information has been correctly stored and not edited or accidentally replicated. Because, with Coyote, this wouldn't happen," she added.



WORKING **DATA HARDER**

Alongside feeling in control, Phillippa is working with the Coyote team to uncover further insights, developing customised reports to shine a light on insight never available before. The impact of this on the company's decision-making is clear to see.

"We have data saved on hundreds of developments, so we are now creating reports that will dig into this. We are getting into the nitty gritty and this is where we see the real value," said Phillippa.

"We can understand things like how many units we have sold and details of every unit we have let in a certain timeframe. We are also working to pull out the numbers for developments in certain locations over the years, giving us insight like never before.

Phillippa's conversations with other departments also highlight further potential value from the software.

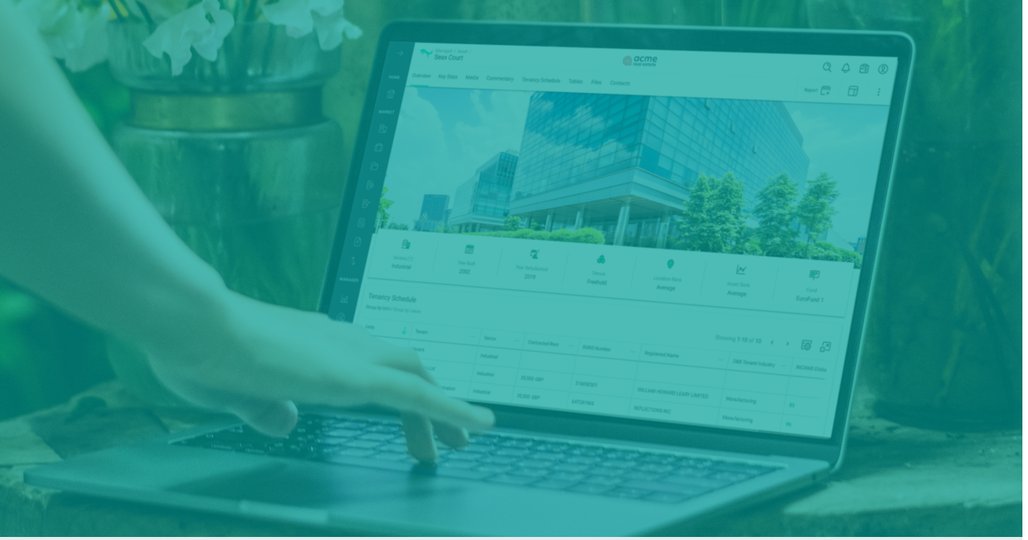


"Coyote is definitely streamlining our data collection and data output. It's working our data a lot harder.



PHILLIPPA TWOHIG-HOWELL
Analyst

Chancerygate



DON’T WAIT **FOR GROWTH**

“Everyone at Coyote is so friendly. You will work with some great, intelligent people who want to help your business succeed.”



PHILLIPPA TWOHIG-HOWELL
Analyst

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Philippa is working in Coyote every day and seeing how it makes a difference to her own role and countless others across the organisation. Her hands-on experience is so valuable to learn from.

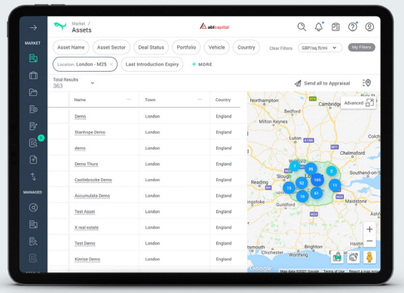
So, what would she say to a company unsure whether it was ready to make the leap from Excel stress to Coyote?

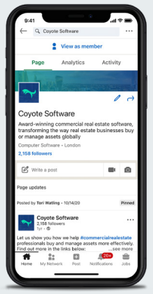
It’s just an easy yes.

“Get Coyote before you grow even more. The sooner you start recording your property data accurately and efficiently, the easier your future workload will be. Coyote saves you hours of unnecessary work. And it’s such an easy platform to use. You will have lots of support when you set up, as well as throughout your Coyote journey.

START YOUR JOURNEY **WITH COYOTE NOW**







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