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Denise Johnson, marketing director
Colliers International

Company

Colliers International

Industry

Commercial Real Estate

Location

Raleigh, N.C.

Number of Employees

50

Business Challenge

- + Clients found FTP and in-house software difficult to use.
- + Brokers needed an easier way to send and receive large files while on the go.
- + Consumer file-sharing tools were not secure.

Business Results

- + Clients like intuitive links to files.
- + Brokers can easily access, send and receive files while traveling.
- + Sync and mobile tools keep files easily accessible yet secure.

How Colliers International balances security with mobility using Citrix ShareFile

As a national leader in commercial real estate brokerage, investment sales and property management, Colliers International requires reliable access to data for out-of-office employees and brokers, easy tools that clients with varying levels of technical skill can use, and the highest possible standards of security to make certain that confidential financial and investment information stays confidential.

Prior to using Citrix ShareFile, Colliers found other file-transfer and storage solutions difficult to use, insecure and lacking the tools needed to meet the needs of its brokers' mobile work styles.

"We tried an in-house service that was complicated for our clients to use," says Denise Johnson, marketing director for the Raleigh-Durham office of Colliers International. "Our clients constantly had trouble sending files to us, and with the brokers being out of the office all day, they had trouble accessing files remotely."

When the office switched to ShareFile, the benefits were immediately clear. Tools such as the ShareFile Plugin for Microsoft Outlook, ShareFile Sync and the ShareFile Mobile App give brokers constant and secure access to files from any location, on any device. Individual folder permissions allow Johnson to control which employees and clients have access to specific information.

Colliers enjoys the speed and reliability ShareFile provides when sending large files such as exhibits, offering packages, site plans and CAD drawings. The company also appreciates the security measures ShareFile offers for confidential financial and investment information.

"The ease of use, the plugin and the remote access are what make ShareFile essential to our business," says Johnson. "The whole process is very user friendly."