OPTIMIZING IT SUPPORT FOR ENHANCED OPERATIONAL EFFICIENCY IN PROPERTY MANAGEMENT

Client Background

One of the largest property management companies in the United States, specializing in the management of multifamily and senior living communities, oversees more than 80,000 apartment units across the United States. They are known for their operational excellence and commitment to enhancing resident experience.

Challenges Faced

The client struggled with an overwhelmed IT service desk due to:

- High ticket volumes: Inefficiencies in the ticket management process leading to prolonged resolution times.
- Operational disruptions: Extended system downtimes impacting team productivity and resident satisfaction.
- Security and compliance concerns: Increasing pressure to safeguard sensitive tenant and operational data.

These challenges resulted in escalating costs, delayed workflows, and a decrease in operational metrics.

Overview

The absence of standardized IT management processes has led to prolonged issues resolution times, which in turn impacts operational efficiency, customer satisfaction, and cost control. Delays in addressing issues, high operational costs, and concerns over data security and compliance are key pain points for both residents and property managers.

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EXO Edge client, a top 10 property management company in United States

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Impact of IT Disruption and Delays:

Work: Interruptions to workflow, leading to delays in task completion.

Operational Productivity: Reduced productivity across teams due to extended system downtime and delays in issue resolution.

Hardware and Software: Deterioration in hardware performance and software functionality, hindering overall system effectiveness.

THE EXO EDGE APPROACH

Leveraging deep industry expertise, EXO Edge developed a tailored solution to address the client's pain points:

1. **Comprehensive IT Service Desk Support:** Implemented streamlined processes with clear SLAs to reduce ticket resolution times.
2. **24/7 Operations:** Provided round-the-clock IT support, including assistance during U.S. business hours.
3. **Expertise in Core Property Management Systems:**
   a. **Yardi and RealPage Support:** Addressing unique operational challenges like lease charge management, resident engagement optimization, and inventory tracking.
   b. **Data & Analytics:** Implemented Power BI dashboards to provide real-time insights into operational performance.
4. **2-member team as a minimum** – IT support, Networks, Data & Analytics, Yardi, and Real Page PMS Support

Specialized Yardi and Real Page Support

User Account and Security Management: Manage user provisioning, role assignments, and security settings to ensure secure and efficient access.

Refine Amenities and Unit Types: Optimize configuration and updates of amenities and unit types for accurate listings and better tenant engagement.

Rentable Items Management: Manage and update rentable items effectively to enhance inventory tracking.

Lease Charges and Renewals: Facilitate accurate lease charge setup and seamless renewals to maintain compliance and operational efficiency.

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KEY OUTCOMES DELIVERED

- 50% Cost Reduction: Achieved through strategic offshoring and optimized resource allocation.
- 30% Faster Ticket Resolution: Streamlined workflows from issue creation to closure.
- Doubled CX Measures: Marked by a 100% improvement in customer satisfaction scores.

STRATEGIC IMPACT FOR CTOs

- Scalable IT Solutions: Delivered sustainable support capable of adapting to the company's growth trajectory.
- Operational Agility: Empowered decision-makers with real-time performance insights via data dashboards.
- Risk Mitigation: Strengthened data security and compliance protocols.

Client Testimonial

"The EXO Edge IT services team demonstrated exceptional agility and precision in understanding and meeting our needs. Their innovative approach to service desk management and expertise in property management systems exceeded our expectations."
-Senior Vice President, Information Technology, Top 20 Property Management Company

WHY EXO EDGE?

EXO Edge delivers industry-aligned IT solutions that reduce costs, enhance productivity, and secure operational excellence for property management companies. Partner with us to transform IT challenges into strategic opportunities. (Speak to our expert)

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