Automation accelerates move-in move-out process by 50%

Client is a residential property management company with over 20,000 single family homes in their portfolio that are rented out to residents around the country.

The company was looking to automate their operations to accelerate the move-in and move-out process for a higher return on investment.

Challenges

◆ Needed a single source of truth for all the processes and documentation their staff, vendors, and residents use

◆ Property turnovers were taking too long and incurring extra costs

◆ Struggled with a high percentage of unnecessary rework waste

◆ Residents were frustrated with manual documentation

Solutions

◆ Built an automated digital application to replace all the manual documentation

◆ Provided multiple portals for staff, vendor, and resident access and collaboration

◆ Enabled offline capabilities for ease of use anywhere

◆ Integrated with back-office and external systems to eliminate duplication

Results

▶ Accelerated move-in move-out turnaround time **by 50%**

▶ Accelerated maintenance work turnaround time **by 43%**

▶ Dramatically **reduced manual waste** and inefficiencies

▶ Enabled **better vendor and resident collaboration**

▶ Improved company-wide **productivity and efficiency**