



# ServusConnect Client Testimonial

## Client Profile

### Premier Property Management, LLC

HQ Location: Fenton, MI

Units Managed: 3000+

Market Served: Affordable

Property Management SW: BostonPost



## Q&A with Ryan Beale, VP of Property Management

**Q: Can you tell us a little about the multifamily market and geography you serve?**

A: We manage 3000+ units in Michigan, mostly the greater-Detroit & Flint area. Each property is unique with different program layers - Public housing, Tax credit, section 8, Hope VI & Conventional. Some of our sites have all of these programs in one community.

**Q: What were some of the maintenance operations challenges you were trying to solve for?**

A: The main challenge was the timeliness and efficiency of our maintenance staff. I needed a system to streamline & track the process.

ServusConnect accomplished both with the added value of customer service surveys when the work is completed.

**Q: How long did it take you to implement & train your staff?**

A: All said and done, it was under 45 days.

**Q: How has ServusConnect impacted your overall maintenance operations?**

A: The impact has been very positive and beneficial to the company as a whole. Everyone loves the efficiency, ease, and tracking of ServusConnect.

**Q: Has ServusConnect impacted your Resident's Experience? If so, How?**

A: Yes, my residents have shared that they truly feel like they have a voice when they receive the text-based survey upon completion. They have also mentioned the change in the speed of when the work order gets completed. I have heard nothing but positive from the residents that I have talked to.

**Q: How has the data ServusConnect generates impacted Premier's overall property operations from a decision-maker's POV?**

A: I could go on for paragraphs, but to keep it short, the data ServusConnect provides has made it clear who performs and who doesn't. The reporting helps us identify where problems are (over or under-staffing), ultimately enabling us to make adjustments to strengthen our maintenance teams.

*For more info ServusConnect please contact visit us at [ServusConnect.com](https://www.servusconnect.com) or contact our sales team at (844)4SERVUS or email at [info@servusconnect.com](mailto:info@servusconnect.com)*