

Client Spotlight

KW Property Management & Consulting

The Challenge

In 2006, KW Property Management & Consulting, LLC (KW) began searching for a more efficient and effective property management software to help manage their 30,000 units. KW's existing hosted software was difficult to use, costly and they were unable to bill units on a quarterly basis. In addition, KW was looking for a higher level of customer service and support which is important when providing the highest level of satisfaction and service to their customers. KW knew they needed a product that could adapt to their business needs. Therefore, management was seeking a business partner that could provide on-going support as well as a customizable, cost effective property management software solution.

"The cost savings by switching to Jenark will help us manage and grow our business more efficiently. With our previous property management software, we were paying a monthly fee based on the number of units compared to a flat fee with Jenark. To put it in perspective, Jenark will pay for itself in less than a year."

Robert C. White
Managing Director,
KW Property Management & Consulting, LLC

The Solution

After considering several options, KW selected Jenark's association property management, commercial property management, imaging and corporate accounting software to better maximize their accuracy and efficiency. Jenark's strong accounting module enables KW to analyze all areas of the process, ensuring smooth handling of their client's cash flow and investments. KW chose to implement Jenark across their condo associations first. Although the implementation process for property management software can be a challenge, KW's management team established a dedicated team for this transition. KW's hands-on approach was key during implementation and with the help of Jenark's easy-to-use upload feature for electronic data conversion; they were able to implement Jenark across 65 associations in three months.

The Results

With the implementation of Jenark, KW has experienced the following results:

- **Increased operation and administrative efficiencies** – KW is able to streamline processes that were previously manual and time-consuming. With the banking integration, KW now automates the lockbox and ACH debit process. By integrating community websites, homeowners now have the ability to pay online, look up their account balances and submit work orders. In addition, they have been able to speed up their billing process saving time on invoicing.
- **Improved business intelligence** – Jenark's open architecture helps KW create their own reports with the ability to customize their reporting.
- **Reduced number of incoming calls** – KW has saved time in the number of incoming calls to property managers and corporate staff because homeowners can easily access their accounts online.
- **Better support** – Jenark's strong customer service team is available via telephone, email, web conferencing, or on-site to assist with any questions that arise. KW also receives database and application software support from Jenark.

About KW Property Management & Consulting

KW Property Management & Consulting, LLC (KW) is a growing leader in real estate investment management. A fully integrated property management company, KW's specifically designed teams formulate an efficient operating structure. With more than 300 employees and offices across Florida, KW applies experience, insight, intelligence and resources to assist clients in making the most out of their real estate assets. From marketing to accounting to maintenance, KW offers the personnel, service and knowledge today's business world demands.

About Jenark

Jenark Business Systems was founded in 1987 with the sole mission of providing the most advanced property management technology to the real estate industry. Technological superiority, combined with the most obsessive customer service in the industry, has made Jenark the solution of choice for over 250 management companies and self-managed communities nationwide. More than any competitive system, Jenark's software solutions deliver the performance and functionality that enables management firms to maximize customer service, efficiency, productivity, and revenue. Jenark addresses the unique requirements of association management: processes, operations, transactions, communications, accounting and board reporting.



**One of KW's Communities, Tao
Condominium in Ft. Lauderdale, FL**

To Learn How Jenark Can Improve Your Business, Contact Us Today at 888.711.3393!