

## Client Spotlight MSI

### The Challenge

As a growing management company, MSI was seeking a property management software solution to assist with accounting and community management. MSI knew they needed a product that could adapt to their business needs. MSI was also looking for a company that was national, knowledgeable in the industry, and offered a product with a strong infrastructure. Finally, MSI was seeking a long-term business partner that could provide business consulting and on-going support.

### The Solution

After an extensive search, MSI selected Jenark's property management software. Previously, MSI used proprietary software then moved to another management system that was unable to deliver a customizable solution that was promised. As experts in their field, MSI knew what they needed and Jenark was able to adapt their product to deliver a solution that handled MSI's needs much better. An important factor in the decision was that Jenark is an established leader in management information and accounting solutions. In addition, Jenark's ability and willingness to integrate with third-party vendors brought additional resources and support staff to their clients. The Jenark team also provided MSI with the support they desired for both initial training and ongoing product consulting.

*"Most software products weren't large enough to handle the company we were and expected to be. MSI sought a product that was robust enough to handle where we ultimately thought we were going to be. We also needed a product that was strong in accounting because that was where we have always excelled. We didn't want something that was second-rate, and Jenark is as good as it comes."*

**Todd Fackler, CMCA,  
Chief Executive Officer,  
MSI, LLC**

### The Results

Since MSI's decision, they have realized all the benefits they had anticipated and more by using Jenark as a business partner:

- **Increased operation and administrative efficiencies** – MSI is able to streamline processes through Jenark's centralized database and online accessibility. Through integrations with leading third-party vendors, MSI is also able to take advantage of new services such as online bill payment capabilities, banking, and web portal integrations.
- **Improved business intelligence** – MSI uses Jenark's financial and database report writers and queries in addition to customized reports to respond to their various client demands.
- **Improved customer service** – The community management module helps MSI manage covenant violations, follow up letters, and architectural requests. MSI is able to quickly log and track works orders, and capture and retrieve pertinent community specific data. MSI also utilizes a customized directory with key community information to better service their clients.
- **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. MSI also receives database and application software support from Jenark. Computer issues are virtually non-existent as Jenark installs automated backups and offers system assistance recovery in the event of hardware failures.

### About MSI



MSI has been serving Homeowners Associations on the Colorado Front Range since October 1982. MSI has built its reputation on the concept of providing Associations the highest level of professional management possible, consistent with the highest standards of ethical conduct. MSI offers full service management, accounting, and community development services to over 400 Associations comprised of both growing and fully completed Associations.

### 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.

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