

Client Spotlight The Smith Management Group



The Challenge

The Smith Management Group (SMG) sought new property management software to solve computer software problems that their current system could not overcome. SMG was looking for a solution that would allow them to transfer all of their data to a new system while still providing excellent service to their clients. The goal was also to find an innovative system where SMG could grow without limitations or be faced with replacing this software in the future. Finally, SMG was looking for a business partner where the support was as good as the software.

The Solution

After an extensive search, SMG selected Jenark as their property management software provider. SMG wavered between Jenark and other software because of the cost to purchase the hardware and software, but SMG saw the limitations the other software systems would eventually have. The efficiencies of the Jenark accounting, job stream, and work order system are what sold SMG on selecting Jenark.

The Results

Since SMG selected Jenark, they have realized all the benefits they had anticipated and more by using Jenark as a business partner:

- **Continued growth** – 225% growth in number of units over time.
- **Ability to absorb the increased workload** – even as SMG's portfolio continues to grow, adding accounting staff has not been necessary.
- **Better support** – even before selecting Jenark, SMG was aware of Jenark's reputation for their support being equally as good as their software, and Jenark has "absolutely lived up to [their] expectations" according to SMG's President, Lanya Klages.
- **Increased accuracy** – faced with a large volume of utility bills, SMG uses Jenark's Energy Management module to ensure the correct entities are paying the correct utility bills.

"In the beginning, it was the job stream and accounting efficiencies of Jenark that began to make the management sector of SMG profitable. We now find that the scanning of invoices, emailing job stream reports, and eventually the integration with websites are what will set us apart from our competition now and into the future."

**Lanya Klages, President
The Smith Management Group, AAMC**

About Smith Management

The Smith Management Group (SMG), a Division of the Roy H. Smith Real Estate Company, is the oldest and one of the most highly respected community association management firms in St. Louis. The firm was established in 1958 as the first condominium association and continues to be the only AAMC (CAI accredited Management Company) in Missouri. The SMG has "set the standard" for financial, maintenance and administrative programs for communities under our care with one of the industry's highest renewal rates for management contracts. The SMG hands-on, personal, team approach to community management, coupled with their administrative support systems, creates a responsive and personalized management program.

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!