

How Alpha Management Modernized Their Operations with ExactEstate



Alpha Management, an eminent property management company, struggled with a dated, inflexible PMS. Drawn to the sprawling feature set of ExactEstate, they made a seamless transition from their old software. The new system shaved hours per week off the team's collective workload. The customer service experience left them raving, and they couldn't be more thrilled to have made the switch.

About the Client: Alpha Management, Maine

Alpha Management, located in southern Maine, manages a diverse portfolio of 362 units, including subsidized, senior, and commercial spaces. With 48 years in business, Alpha Management is an established player in the local real estate market.

We spoke to **Kevin Gerrish**, Alpha Management's Director of Leasing & Facilities, to gain a better understanding of what the company dealt with before finding ExactEstate. Kevin handles all showings, leasing, maintenance requests and liaises with vendors.

The Challenge: A Brutally Ineffective PMS

Every property manager knows this industry involves an almost unthinkable amount of juggling. It requires tremendous support from your team and software that can do real heavy lifting. Alpha Management had a robust, skilled team whose **performance was consistently undermined by one thing: poor software.**

Their existing software needed to be updated, sitting unchanged since 2004. This antiquated system **led to inefficiencies in managing move-ins, move-outs, work orders, vouchers, and other daily tasks.**

Having such worn-out tech brought unique challenges in the affordable housing market. This intricate segment has unique compliance demands and a complex payment structure. The need for more flexibility in the old software **made it incredibly difficult for Alpha Management to adapt to government requirements and manage tenant vouchers quickly and effectively.**



The Solution: Transitioning to a Modern, Bespoke Software

After trying multiple systems that each left something to be desired, **market research led Alpha Management to ExactEstate.** After examining their rich suite of features, personable team, and attention to detail in complex markets, Alpha Management was ready to make the switch.

Software migrations can be a nightmare, but with ExactEstate, the transition was entirely smooth. Gerrish characterized the onboarding process as “excellent,” saying he can scarcely recall much beyond how well it went.

The Brilliant Results:

✓ FLEXIBILITY & CUSTOMIZATION

ExactEstate could tailor their platform to what Alpha Management needed, allowing them to streamline their operations and improve overall efficiency.

✓ LABOR HOURS SAVED

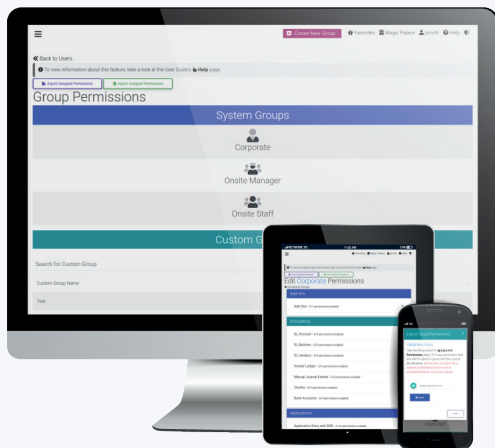
ExactEstate not only saved Alpha Management time but also helped them save on labor, equivalent to half an employee’s time.

✓ EASY INTEGRATIONS

The integration with QuickBooks further simplified their accounting processes, without pressure to adopt ExactEstate’s entire accounting suite.

✓ STELLAR CUSTOMER SERVICE

The customer service rendered by ExactEstate was exceptional, with quick responses and an enviable lack of issues that arose after onboarding.



A Word to Other Property Managers:

Kevin offered a glowing recommendation of ExactEstate for other property management businesses. He emphasizes the **superb customer service, ease of use, and time-saving features** of the software.

By implementing ExactEstate, Alpha Management could **modernize its operations and offer a far better tenant experience.** The software’s flexibility options made it a **perfect fit for their diverse portfolio.** Alpha Management continues to rely on ExactEstate as a valuable partner in their property management endeavors.



Learn how your property management team can realize the same benefits with ExactEstate today.

<https://exactestate.com/request-demo/>

