



Client Testimonial | Edison47, Jered Lerum

In late 2017, we started realizing our resident communications processes just weren't meeting our standards for exceptional customer service. This realization prompted us to begin the search for a better communication platform and that led us to mobile apps.



But we wanted more than just an app: we wanted a fully customized, branded mobile app for each individual property. When we reached out to Mobile Doorman with an information request, they were scary fast in getting back to us. In fact, they did so that very day.

They quickly set up a demo for us, and we were absolutely blown away by what we saw. All our questions were answered. They made it an easy decision. And that easy decision has proved to be the right one for Edison47. Here's why:

ABOUT EDISON47:

- Headquartered in Gig Harbor, WA
- Manages more than 2K units across the Pacific Northwest

“They Handled the Crazy”

The Mobile Doorman team couldn't have been more helpful during the implementation process. They have always been upbeat and extremely helpful, and they have dealt with crazed timelines and less-than-ideal communication from us to ensure our rollouts are as seamless as possible.

“The Answer to Our Communication Problems”

The mobile app created for us by Mobile Doorman has dramatically improved how our residents interact with our properties.

To start with, it radically streamlines communications between our residents and our community teams. Today's renters live on their mobile devices, and Mobile Doorman ensures we are successfully reaching them there. Before, we struggled with resident communication because residents often forgot to check the community portal, lost the log-information or because they didn't check their personal email for days at a time.

Our custom-branded app makes it so easy for residents to take their communication processes into their own hands. If they have a question about the property or a policy, they can access the 411s, FAQs and our social media links directly from the app. And – this is hugely important – it streamlines the resident experience at move-in by hosting the unit inspection process entirely on the app. Now both we and our residents have a digital record of their move-in inspection form.

Beyond general communications from the on-site team to residents, there are many other features that are just amazingly beneficial to us. The social calendar reminds residents of community events that they RSVP'd for and allows our teams to have an accurate headcount – saving us time and money.

We have always partnered with area restaurants, bars, spas and other retailers to provide additional benefits and promotions to our residents. The marketplace already built into our app enables us to more proactively promote these exclusive deals to our residents, creating a stronger sense of community and enhancing their living experience.



“Full Steam Ahead”

We have piloted the Mobile Doorman app on three of our communities and based on the success we've experienced we're adding it to the rest of our portfolio.

As we've implemented and expanded our use of the app, the Mobile Doorman team has been completely open to our feedback and suggestions, and that's so important.

With our custom-branded app, it comes down to this: residents are no longer missing messages and our community communications have improved.

AUTHOR

Jered Lerum

*Director of Business
Development -
Edison47*



MOBILE DOORMAN

Industry-leading apartment community apps.
Custom-branded to your property's needs.

Learn more at www.MobileDoorman.com