

SUPERCHARGED SUPPORT FOR YARDI BREEZE

FROM  **33FLOORS**

Yardi Breeze offers many advantages for property managers looking to streamline the management of their portfolios. From tracking vacancies and potential prospects to managing online payments and applications, Yardi Breeze offers powerful management and accounting tools at an affordable price.

33Floors is a consulting firm specialized in supporting Yardi customers. We are known for our uncompromising service to some of the world's largest property management firms, many of which use Yardi's flagship platform, Yardi Voyager. We also offer service packages for smaller firms that use Yardi Breeze. While designed to be easy to use, firms using Breeze sometimes need faster or more customized support than what Yardi itself might provide. That's where 33Floors comes in.

The Benefits of Yardi Breeze

Designed for the small to mid-sized property management firm, Yardi Breeze offers its customers a wide range of benefits, including:

- » A simplified design for managing single family homes, multi-family communities and commercial properties.
- » An integrated resident portal that allows residents to submit maintenance requests with photos, pay rent and more.
- » Integration with online marketing systems.
- » Vital tools, including payment processing, prospect screening, and resident insurance verification.
- » Owner access to records touching on all of their properties.

Yardi Breeze comes in two tiers. The basic package is suitable for small firms with relatively simple portfolios. Yardi Breeze Premier adds sophisticated accounting tools and additional management functionality, like invoice management and project tracking, suitable for management companies overseeing multiple properties.

Support in Every Phase of Growth

A Yardi Breeze customer needs different types of support as its use of the platform matures. In the beginning, every customer goes through a process of implementation, during which the software is configured to suit the customer's requirements and users are trained. Once running, users sometimes run into specific areas where they have questions that might be hard for Yardi to answer, perhaps because they relate to an unusual business circumstance. 33Floors provides clients with the support they need throughout their experience with Yardi Breeze.

Implementation Phase

Getting the most out of any Yardi system starts at the beginning, when the system is first configured. 33Floors takes the time to understand every client's business, and we offer guidance for making the right choices to get the most from the platform from day one. We also help clients with the nuts and bolts of implementation: inputting portfolio data, establishing workflows, integrating Yardi into a company's accounting systems, and more.

Clients who need extra support can take advantage of the 33Floors hypercare support program. During a client's hypercare period we provide dedicated resources that will be at the standby to rapidly answer questions and address technical issues.

Ongoing Support

Yardi itself offers support designed for their typical customers. In our experience, many Yardi customers are anything but typical. When regular, enhanced support is what's needed to ensure smooth operation of Yardi Breeze, 33Floors is here. We offer different ongoing service bundles to help clients overcome challenges or improve the way they use Yardi Breeze.

Our packages range from a few hours each month for firms that may only be handling one or a handful of properties to hundreds of hours for growing property management companies looking to expand both their property listings as well as the type of Yardi solution they're using.

No matter the budget, we have a service solution to match the client's recurrent needs—whether it is a simple password reset or more complex assistance.

33Floors Enhances the Yardi Experience

Every Yardi customer receives a limited number of support credits with their license that we encourage our clients to use before they turn to us for assistance.

When Yardi's support is not quite enough, 33Floors steps in to help. Our team has extensive experience both in software engineering and in the real estate industry. We use that mix to bridge the gap that often separates a client's real-world needs from the one-size-fits-all default configuration of Yardi Breeze.

We aim to take our customers' Yardi experience to the next level by offering customized solutions, experienced staff members and scalability of services. Our team thrives on direct connections, which ensures that our customers always have a local resource on which they can count.

How Can We Support You?

Does your business need a dedicated, external support team? Do you want to get more from Yardi Breeze? 33Floors is here to provide world-class support at every phase. Give us a call to learn more or get started.

