



AMMRE, INC.

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Jonathan McCormick
AMMRE, Inc.

COMPANY

AMMRE, Inc.

LOCATION

Albuquerque, New Mexico

INDUSTRY

Real Estate / Property Management

BUSINESS CHALLENGE

Manage a high growth, multi-division real estate business whose continued success requires high levels of personalized, customer service and depends upon seamless integration with QuickBooks

SOLUTION

PropertyBoss property management software integrated with QuickBooks

RESULTS

- Increased revenue over 450%
- Established leadership position within New Mexico market
- Improved resident and owner customer service satisfaction
- Reduced administrative and operating costs
- Achieved one of the best employee-to-property ratios in New Mexico

Customer Profile

AMMRE is one of New Mexico's premier full-service real estate firms with a distinguished record of success in the areas of residential property management, residential real estate sales, association management and commercial management. Headquartered in Albuquerque, they serve a diverse geographic area including Rio Rancho, Placitas, Corrales and Los Lunas.

Under the leadership of the husband and wife team Jonathan McCormick and Blair Hart, AMMRE operates separate divisions for each of its real estate specialties. This approach allows them to offer specialized, customer centric services while leveraging the financial and operational strength of a larger, consolidated company.

AMMRE currently manages over 900 residential properties, 30 homeowner associations and is involved in over \$5 million worth of real estate transactions per year. Founded in 1979, AMMRE was acquired by its current owners in 1996. AMMRE currently has 20 employees.

Business Challenge

When McCormick and Hart acquired AMMRE they established aggressive revenue and profit objectives for the company. In addition to rapidly growing the core property management business, the company targeted to expand its service offerings to include residential real estate sales, association management and commercial management.

In order to support these objectives and continue to provide remarkable customer service, AMMRE needed a property management solution that offered functionality including lease management and tracking, work order management, property maintenance, vendor management and web access options for prospects, tenants, owners and vendors. Given the critical nature of the application to AMMRE's core business, the company required an application built upon an enterprise class database with a proven track record and the ability to integrate with QuickBooks.

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The Solution

AMMRE selected PropertyBoss' property management software to manage its property management operations. After an exhaustive review of leading property management software vendors, AMMRE selected PropertyBoss for its best-in-class functionality, proven experience and demonstrated success at working with property management clients.

In addition to PropertyBoss' core functionality in the areas of property management, lease management and work order management, AMMRE also uses additional modules that support online web portals, automated e-mail communications and electronic owner payments, further extending the reach and benefits of services they provide their customers.

AMMRE also uses PropertyBoss' direct integration with QuickBooks, a key criteria in the selection process. "PropertyBoss provides a QuickBooks interface that allows the two solutions to interact seamlessly. This means we spend less time reconciling our financials and are able to provide owners, tenants and our own property managers with powerful reporting capabilities," says McCormick.

The Results

Since implementing PropertyBoss, AMMRE has grown the company's revenue by over 450%. "PropertyBoss has been critical to supporting our rapid expansion as a company. The solution has enabled us to growth both in size and in profitability," says McCormick. AMMRE's growth and reputation for service has firmly established their leadership position within the New Mexico market.

"Our property managers appreciate PropertyBoss' robust interface and ability to easily capture, track and access the information they need to excel at their jobs. The results are better process and control for our organization and a superior customer service experience for our owners and residents. We now have one of the best employee-to-property ratios in the state," says McCormick.

PropertyBoss also allows AMMRE to automatically post available listings on their PropertyBoss hosted website, collect information online from prospective tenants, and provide tenants, owners and vendors unique online portals where they can access and track the information they need. These services result in increased customer satisfaction and increased property manager productivity.

PropertyBoss' intergration with QuickBooks allows AMMRE to seamlessly connect their property management and accounting solutions. "The PropertyBoss and Quickbooks integration provides us the ability to access all of the reports we need to run our business and meet financial reporting requirements. The two-way communication between the solutions ensures that PropertyBoss and QuickBooks are always in sync, increasing the reliability of our information and our ability to make informed decisions," says McCormick.

"PropertyBoss has proven to be a valuable partner as we have grown both the size and profitability of our business. In addition to providing a truly outstanding property management solution, PropertyBoss' employees have always made our success their top priority. In a highly competitive real estate market, it is good to know that PropertyBoss is our partner."

PropertyBoss Solutions and QuickBooks work together to provide owners, managers and property management companies with sophisticated, easy-to-use tools designed to maximize profitability. For more information please visit:



PropertyBoss Solutions
www.propertyboss.com



QuickBooks
www.quickbooks.com