

## CASE STUDY

How ETS Helps keep Tenants Informed



### OVERVIEW

Worth & Associates is a locally owned San Antonio commercial real estate development, investment, and brokerage firm that operates in Texas. Their portfolio has over 3 million square feet of commercial real estate properties that are owned and managed internally.

### CHALLENGE

Worth & Associates wanted to find a new way for their tenants to locate information about their building without having to call the Property Management Office for every inquiry, as well as a tool for Property Management to communicate with their tenants on a larger scale.

### RESULTS

Worth & Associates was blown away at how easy the setup process was and the quick turnaround from start to finish. They also loved the positive feedback from their tenants. After only a couple weeks, Worth & Associates decided to deploy ETS' services to every building in their portfolio.

*"Electronic Tenant Solutions offered us a multifaceted and comprehensive method of communication. Through the use of the Electronic Tenant Portal and ETS Communications Application, we were able to provide all of our property contacts with important updates in an efficient and effective manner."*

Elisabeth Rose  
Property Manager



### SOLUTION

ETS was able to provide solutions to their main challenges. ETS built out a robust new website which was a one-stop-shop for tenants to access building information, emergency procedures, submit work orders and conference room reservations, and much more! The Communications Application is an added bonus to simplify communication to the tenants through email, text, and website banners.



## BENEFITS

- Operational Efficiencies
- Time Savings
- Informed Tenants / Management / Employees
- Timely Communications
- Greater Preparedness / Security
- Better Sustainable Performance
- Positive Brand Awareness
- Satisfy On-Demand Expectations
- Increased Productivity
- Enhance Third-Party App Use / Value
- Improved Tenant Attraction / Satisfaction / Retention

## CRITICAL VALUE / ROI

- Proven Process
- Superior Quality Product
- Alleviate Management Burden
- Eliminate Inefficiency
- Optimize App Utilization
- Eliminate Deterioration
- Advance Branding
- Property / Portfolio Consistency
- Proliferate Best Practices
- Engender High Standards
- Superlative Tenant Experience

## CLIENT SUCCESS & SUPPORT RESOURCES

- Dedicated Representative
- Project Management
- Graphic Design
- Copywriting
- Programming
- Communications Experts
- Workflow Process Specialists
- Content Library
- Unlimited Support
- Video Tutorial / Training
- In-Depth Online Help Center
- Email, Chat, Screen Share & Phone Support
- Detailed "How To" Documents
- Weekly Training Webinars
- Private & Portfolio Webinars
- Scheduled In-Person Training

*\* May require additional apps / fees*

## FEATURES

- Custom Design / Branding
- Bespoke Content
- Responsive Designs **NEW**
- Video Integration
- Embedded Forms\*
- Photo Gallery / Image Rotations
- Third-Party Integration
- Neighborhood

## CAPABILITIES

- 24/7/365 Informational Resource
  - Emergency Preparedness
  - Security
  - Services
  - Operations
  - Policies & Procedures
  - Amenities
  - Sustainability
  - Neighborhood
- Integrated Communications\*
  - Desktop
  - Email
  - Text
  - Mobile
  - Registration / Preference Management
  - Calendar
- Third-Party Integration
  - Energy Star
  - Work Order / Service Request
  - Sustainability Performance
  - Energy Performance
  - Video
- All Property Types
  - Office
  - Medical Office
  - Multi-Use
  - Retail
  - Industrial
  - Multi-Family
  - Student Housing
  - Facility
- Multi-Purpose
  - Tenant Portal
  - Leasing
  - Facility Management
  - SOP Portal
  - Sustainability Portal
  - Preparedness Portal

