



Dalcor Management, Inc.

Company: Dalcor Management, Inc.

Location: Huntsville, AL

Properties/Units: 54 properties with 3,784 units(3,000 affordable, 784 conventional)

RealPage Suite of Products: RealPage Suite of Products: OneSite® Accounting, OneSite® Leasing & Rents, Resident Screening, OneSite® Affordable, OneSite® Rural Housing

“Through OneSite Accounting on-site coaching, RealPage helped us change our workflow to avoid snags in our accounting system. We are delighted with the results.”

– Debbie Baker, office manager, Dalcor Management

Business Challenges.

- Adapting business practices to new web-based software vs. previous DOS-based software
- Understanding and effectively using all the features in OneSite Accounting
- Training multiple sites during phased roll-out

Solution.

OneSite Accounting Coach Services, which provided Dalcor with a week-long on-site, personalized coaching session to address its implementation questions and issues.

Why RealPage?

Dalcor chose OneSite Accounting consulting services to:

- Ease the transition from a DOS-based accounting system to a more sophisticated, integrated web-based system
- Provide personalized, hands-on attention for questions from the staff
- Help create customized reports based on Dalcor's specifications
- Provide ongoing support and best practices

Results.

Personalized, hands-on consulting:

- Accelerated implementation of the software
- Provided access to best practices, based on RealPage experience with other clients
- Gave Dalcor customized reports, using its own specifications
- Reduced number of days to perform accounting task by improving business processes
- Improved usability of OneSite Accounting capabilities at the site level



Dalcor Benefits from On-site Consulting

Before implementing OneSite Accounting and OneSite Leasing & Rents in late 2008, Dalcor Management used DOS-based products to manage its accounting and property management functions. Since its previous accounting system was not integrated with its property management system, Dalcor had limited visibility into real-time accounting data. Worse yet, the old system had no capability to download information into Excel spreadsheets. Instead, the accounting team had to print out the ledger each month and re-enter the data into the accounting system.

With OneSite Accounting, the company is now able to run a financial statement at any time during the month. Additionally, the accounting team uses OneSite Accounting reporting capability to create and distribute customized reports based on Dalcor's specifications and needs.

"We are able to make our financial information available immediately in a familiar format. Everyone, from operations managers to our owners, is delighted," said Debbie Baker, office manager for Dalcor.

Baker credits the hands-on, On-Site Coaching support she received from the OneSite Accounting consulting team for helping make implementation go so smoothly. Using a phased approach, Dalcor rolled out OneSite Accounting to about four to six sites at a time (the company has 54 sites in all).

Once Dalcor had been using the system for the first few months, OneSite Accounting consultant Marcy Helms met with Baker and her team for a week of on-site, specialized coaching. While on site in Alabama, Helms led a specialized Q &A session and shared best practices for using OneSite Accounting.

"Debbie and her team expressed how beneficial it was to have a personal consultant available for undivided attention as they worked through all the questions that come up with learning a new system," said Helms.

The personalized coaching also helped Dalcor change its business processes to help smooth out its workflow. The consulting team went over the workflow and identified areas that were bogging down the system. Then, the consultants came up with new processes to make the workflow work more efficiently for Dalcor.

Since the on-site session, the Dalcor accounting team has taken advantage of the online help offered by RealPage, including live chat. "It's gone so incredibly smoothly that it's scary!" said Baker.

Now, one year after that initial On-Site Coaching session, Dalcor is planning a second on-site consulting visit to work on taking advantage of the more advanced features in OneSite Accounting. The company has seen first-hand how much can be accomplished by spending a few dedicated, one-on-one days with a consultant. Dalcor is ready to again invest in its team with another session.



REALPAGE®

RealPage, Inc.

4000 International Parkway

Carrollton, TX 75007-1913

1-87-REALPAGE

www.realpage.com