



Onsite PS

Located in San Francisco, CA. A medium-sized property management company growing very quickly.

Goals:

1. Reduce the time spent on maintenance despite having a very tech savvy and software based operation already.
2. Outsource maintenance coordination to prevent increasing headcount and management costs.
3. Create time to keep focusing on growth instead of maintaining the steady state.

NICK KRAEMER, the owner of Onsite Property Systems, is a pioneer in modern property management solutions. Nick leverages advances in artificial intelligence to provide an improved, cost-effective, Real Estate investment management platform. He delivers some of the best technology to both his owners and tenants to make their lives more convenient.

Even as a technologist, Nick felt that his company's operations would not be able to scale with all the new property owners coming in. He needed a way to continue growing quickly:

Pains:

1. Software wasn't enough, he needed a team of people too.
2. Hiring more staff would increase management overhead.
3. Maintenance bogged down the company from growing the business.

Nick required a solution with both the: (1) technological capacity and (2) people to support him.

Outcome After Latchel

Outcome Summary:

1. Continues growing his business at a rapid pace. Seeking national expansion because his operational processes support him with Latchel doing day-to-day maintenance.
2. Sees increased profit margins by keeping his company lean and focused on good process and technology.



Owner: Nick Kraemer

Latchel works closely with Nick using our maintenance coordination and vendor sourcing service in order to understand the different technologies used in their operation. As one of the most technology savvy property management companies, Onsite uses internet equipped lockbox solutions making the tenant/vendor scheduling process very different.

Latchel redesigned some of their standard processes to fit Nick's technology driven operation. With these redesigned processes, Latchel reduced the amount of time it took to schedule work orders. In addition, Latchel reduced the time that Onsite spent on maintenance by sourcing new vendors in the San Francisco Bay Area.

Nick's business continues to grow at a rapid pace because of his focus on operational process and technological innovation. He's able to stay focused on growth without worrying about getting bogged down by maintenance.