

# Managed Services | Technology

Cost-Effective Technology and Support Management

RealFoundations has extensive real estate industry knowledge as well as deep enterprise application and technology capabilities to meet your support needs. We help minimize the time-consuming challenge—and the associated overhead costs—of hiring and retaining skilled real estate application specialists and technology professionals. Working with your team to understand your business imperatives and constraints, RealFoundations manages the technology aspect of your business, and enables your key staff to focus on value-added, strategic initiatives.

## Components

Our Technology service comprises the following components:

- **Application Support:** RealFoundations provides primary and secondary support for critical enterprise applications. We have deep knowledge related to leading real estate enterprise applications including Yardi, JD Edwards, MRI, CTI, Argus and Cougar. In addition our primary support centers ensure coverage across all time zones so we are there when your employees need assistance.
- **Technology Support:** RealFoundations provides the full range of infrastructure management capabilities including procurement support, user administration, network monitoring and email/telecom management.
- **Report Development:** RealFoundations understands that custom report design and development can be challenging. RF support professionals can accommodate ad-hoc development requests within commonly used real estate systems. Additionally, we can develop functional and technical specifications for approval, manage development resources to ensure timing and quality, transition the report to your testing environment and facilitate report testing prior to rollout.
- **Training:** We provide custom training on real estate applications and infrastructure management via in-person classroom training, webinars and on-demand videos.

## Benefits

RealFoundations' technology service professionals bring unparalleled expertise with industry-leading applications as well as the practices and tools to manage your organization's technology infrastructure. Working independently or in partnership with your existing technology staff, RealFoundations develops an efficient and cost-effective approach to managing your applications and infrastructure. Our services help to ensure effective operation of key enterprise applications with a scalable support structure that adapts to your changing requirements. In addition to establishing predictable support costs for your organization, our services ensure a more productive and satisfied user community.

RealFoundations' Technology service professionals serve as an extension of your organization, adhering to your established policies and procedures while improving overall IT operations. We provide a primary point of contact to gain an in-depth understanding of your technology environment and coordinate your service needs.

## Making Real Estate Run Better

To learn more about our Technology services or putting RealFoundations' global real estate focus and experience to work for your organization, visit [www.realfoundations.net](http://www.realfoundations.net) or contact us at [info@realfoundations.net](mailto:info@realfoundations.net)

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