



## Client Success

## Arcadia Management Group, Inc.



### Market

Commercial

### Portfolio

Over 40 million square feet of commercial property space

### Client Since

2000

### Highlighted Products

[CommercialCafe](#)

[Yardi Facility Manager](#)

### The Benefits

CommercialCafe and Yardi Facility Manager increased convenience and service for tenants while streamlining payment processing and delivering insightful analytics for Arcadia's staff.

### About Arcadia Management Group, Inc.

[arcdiamgmt.com](http://arcdiamgmt.com)

### Learn More

[Yardi.com](http://Yardi.com)

### Contact Yardi

[Sales@Yardi.com](mailto:Sales@Yardi.com)



“ Yardi Facility Manager and COMMERCIALCafé help us deliver a range of high-quality, convenient services that our property owner customers and their tenants deserve. ”

Gary Shaw, President

## The Company

Arcadia Management Group Inc., based in Phoenix, Ariz., performs management and maintenance for commercial properties across the United States. Arcadia is designated an Accredited Management Organization® by the Institute of Real Estate Management® and an affiliate of the National Association of Realtors®.

## The Challenge

### Improving Tenant Service

Arcadia's success depends on satisfying two sets of customers: property owners and their tenants. Collecting rents and performing property maintenance requires the ability to skillfully accept, process, complete and track hundreds of tenant work orders every day. Arcadia's leaders realized that efficiently dealing with hundreds of properties, thousands of tenants and dozens of banking relationships required upgrading technology associated with the company's tenant service and maintenance operations.

## The Solution

### Yardi Facility Manager and CommercialCafe

Arcadia enhanced its internal processes and customer relationships by adopting CommercialCafe, which offers tenants the convenience of accessing services including payments and maintenance requests online or on mobile devices; and Yardi Facility Manager, a mobile-enabled solution for managing property maintenance, equipment inventory and inspection schedules.

## The Story

### Customer Satisfaction and Convenience

CommercialCafe strengthened Arcadia's connection with tenants by making key self-service operations easier. For example, work orders can be submitted as easily from a mobile device as from a desktop and are automatically routed to maintenance teams for prompt attention. CommercialCafe also provides tenants with multiple payment options including credit cards and recurring ACH payments.

“Providing outstanding service and improving our ability to collect rent benefits our properties' owners as well as the tenants,” said Gary Shaw, president of Arcadia.

Along with ensuring rapid and satisfactory responses to maintenance requests, Yardi



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Facility Manager gives Arcadia portfolio-wide analytics that help site managers anticipate resource and capital requirements. A user-friendly interface simplifies the inspection process and engages outsourced technicians on properties without onsite Arcadia employees.

"Yardi Facility Manager gives us the flexibility to manage the inspection component of our job efficiently and do a really good job with it," Shaw said.

Arcadia Management Group, Inc. has also implemented [Yardi Investment Manager](#), [Yardi Investment Accounting](#), [Yardi Procure to Pay Suite](#), [Yardi PayScan](#), [VendorCafe](#), [VendorShield](#), [Yardi Marketplace](#), [CHECKscan](#), [Yardi Voyager Commercial](#), [Yardi Document Management for SharePoint](#), [Yardi Fixed Assets](#), [Yardi Inspection](#), [Yardi Orion Business Intelligence](#)