



Client Success

Arcadia Management Group Inc



Market
Commercial

Portfolio
29 million square feet of
commercial property space

Client Since
2000

Highlighted Products
[CommercialCafé](#)
[Facility Manager](#)

The Benefits
COMMERCIALCafé 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

Learn More
Yardi.com

Contact Yardi
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. of Scottsdale, Ariz., performs management and maintenance for commercial properties in Arizona, California, Utah, Wyoming, Washington, New Mexico, Idaho, Montana, North Carolina, Oregon and Texas. 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 COMMERCIALCafé

Arcadia enhanced its internal processes and customer relationships by adopting COMMERCIALCafé, 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

COMMERCIALCafé 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. COMMERCIALCafé 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.



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Along with ensuring rapid and satisfactory responses to maintenance requests, Yardi 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 Voyager Commercial](#), [Yardi Orion Business Intelligence](#), [Document Management for SharePoint](#), [Yardi Fixed Assets](#), [Yardi Inspection](#), [Yardi Maintenance](#), [Yardi Maintenance Mobile](#), [Yardi Procure to Pay Suite](#), [CHECKscan](#), [Yardi PayScan](#)