



**Market**  
Commercial

**Portfolio**  
6.75 million square feet

**Client Since**  
2008

**Highlighted Product**  
[CommercialCafé](#)

**The Benefits**  
Met tenant requirements for online interaction. Extended convenience to tenants and staff with online payments and streamlined work order process.

**About MacKenzie Management Company**  
[www.mackenziecommercial.com](http://www.mackenziecommercial.com)

**Learn More**  
[Yardi.com](http://Yardi.com)

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



“ COMMERCIALCafé helps us accommodate our clients' requests for convenience and self-service. ”

Sue Fortman, Chief Financial Officer

## The Company

MacKenzie Management Company, based in Lutherville, Md., is the property management services division of MacKenzie Ventures. The seven divisions of MacKenzie Ventures offer a vast array of commercial real estate expertise and thorough knowledge of the region's market dynamics. MacKenzie Ventures has a proven track record in leasing and sales, tenant and landlord advisory services, corporate and business consulting, commercial and residential development, general construction, property and asset management, market research, and debt and equity capital placement.

## The Challenge

### Keeping Pace in an Online World

According to Sue Fortman, chief financial officer for MacKenzie Management Company, "Today's tenants want an online option for interacting with their property management company. Two of our clients made this capability a prerequisite for doing business with us."

## The Solution

### COMMERCIALCafé

COMMERCIALCafé increases online visibility of available properties for lease and sale and offers prospects a better experience via dynamic property websites. Competitive online services also promote tenant retention.

## The Story

### New Convenience for Tenants and Staff

MacKenzie Management Company adopted COMMERCIALCafé to keep pace with the ongoing demand for online services for payments, documentation and maintenance requests. This platform gives tenants access to a number of online services.

"COMMERCIALCafé lets us accept online payments by credit card or ACH, and it's very convenient for tenants and our staff members, who don't have to do any processing," Fortman said.

Michael Columbus, vice president of operations for MacKenzie Management Company, reported improvements in maintenance management.

"COMMERCIALCafé automatically sends a work order to the maintenance technician's



Client Success

MacKenzie Management Company



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mobile phone," said Columbus. "After completing the work he replies to the order with notes about the task. This lets us generate status reports for our building engineers, property managers and executives."

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MacKenzie Management Company has also implemented [Yardi Maintenance](#)