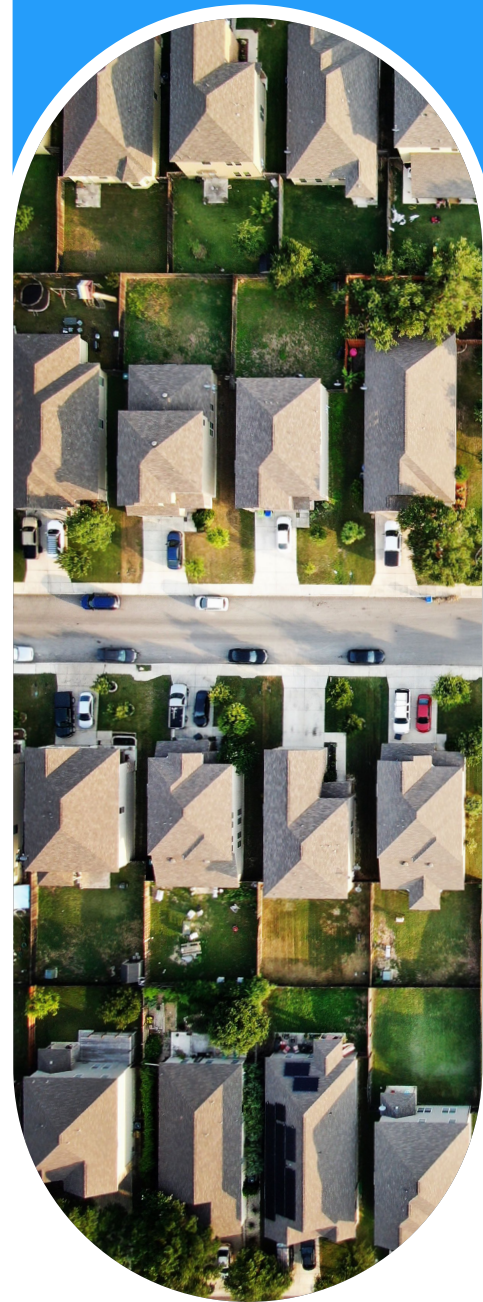
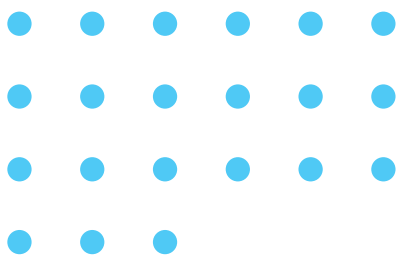




CASE STUDY

Classic Management Improves Customer Service, Reduces Operational Expenses by over 75%



Providing Superior Service Through Technology



Classic Management is a family-run provider of community management services based in East Longmeadow, Massachusetts. They specialize in delivering personalized experiences you can only find in a small management firm. Classic Management is one of the oldest, most dedicated users of Enumerate Central. As their business's needs changed since 2008, Enumerate Central has delivered the capabilities Classic Management needed to scale the business.

In addition to improving service by adding new Enumerate Central capabilities, the cloud-based solution has helped Classic Management reduce operational expenses by over 75%.

Classic Management



Since 2008, Stephen and Terri Henderson have leveraged their commercial and residential real estate experience to build Classic Management into one of New England's leading association management companies focused on communities with Townhomes. With more than 18 communities and 3,000 doors, Classic Management uses their more than 35 years of experience combined to provide associations with the knowledge and expertise gained from a wide range of management applications. Additionally, they deliver a personalized experience only available in a small management firm.

Growing with ENUMERATE CENTRAL

When the Hendersons purchased Classic Management, it was a model of inefficiency. Information on accounting systems, maintenance records, community documents, and property owners was scattered in an unmanageable combination of disparate paper-based and digital systems. Since the start, Enumerate Central has helped Classic Management realize its management principle of streamlining processes, replicating those processes, and delivering consistent levels of high quality service.

Enumerate Central Transforms Business Operations

Classic Management's initial use of Enumerate Central focused on streamlining business processes. Rather than manage through the litany of disparate systems, Classic Management now sends monthly invoices to all residents with the push of a button. Residents can pay monthly bills right through Enumerate Engage, and since everything runs on the Cloud, records are updated instantly. Everyone has access to the latest available information. Annual notices and quarterly financial reports are always accurate and available when needed.

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When we first started Classic Management, we only had a couple of hundred doors. Our growth to over 3,000 doors is based on the experience knowing Enumerate Central would scale with us, while keeping costs in check.

TERRI HENDERSON
CLASSIC MANAGEMENT

Consistency Is Key

In addition to assuring accurate account information, Enumerate Central improves communication between homeowners, board members, and Classic Management by utilizing a common set of tools, interfaces, and terms. With Enumerate Central, residents have become more responsive, account-related questions are answered faster, and everyone using the system receives a consistent service level. The result: the number of customer service-related phone calls and emails has dramatically decreased.

Delivering Innovation

With Enumerate Central firing on all cylinders at Classic Management, it has provided unprecedented levels of predictivity on future revenue and expenses. Armed with this information, Classic Management can deliver innovative solutions to residents and homeowner associations. When needed, Classic Management will help fund community-specific capital improvement projects and uses Enumerate Central to invoice residents until payment for the project is completed.

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While Enumerate Central has helped us increase the quality of service and reduced cost as our business scaled, that's only part of the story. We pride ourselves on getting to know our properties and the people who live in them. It's important to us. And, that's the same experience we received at every level at Enumerate. The team demonstrated caring and dedication at every interaction. They listened to all our concerns and helped implement the right capabilities at the right time. You don't always find this level of service today.

TERRI HENDERSON
CLASSIC MANAGEMENT

ENUMERATE CENTRAL

For Property Management Companies

The Growth Platform for Your Business

Managing communities is challenging but using management software shouldn't be! That's why we designed Enumerate Central, a world-class property management platform, to help you do your job quickly and easily. Enumerate Central gives you the platform to take care of clients and reach your goals.

Powerful Accounting Engine

Accurate Reports — Clear Financials — Completely Customizable Chart of Accounts — Configurable Accounts Receivables and Accounts Payables — Enumerate Central gives you the accounting engine to take on any community of any size with ease and flexibility.

Set it and Forget it Automation

Automation is built into Enumerate Central. From Collections to Enforcement, Communications to Reporting, Enumerate Central lets you focus on growing your business and taking care of clients, while it automates many of your back-office processes!

Work Anywhere, Anytime!

We know community management can mean early mornings and late nights, so we built Enumerate Central as a responsive web application. That means your entire team can do their job on a phone, tablet, PC, or Mac without any special software to download! Manage everything in the office or on the go – 24/7/365!

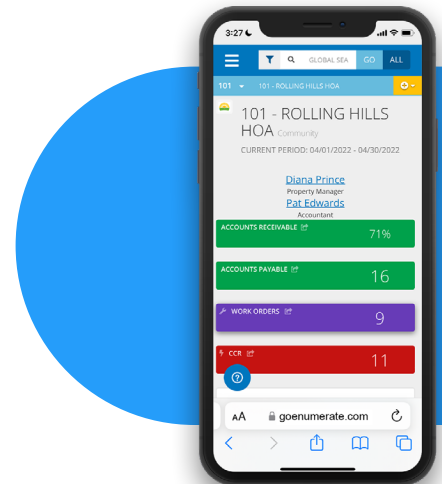


Whether You Manage a Single Community or an Entire Portfolio – You Can Do More With CENTRAL...

Central Is an Easy to Use Software That Is Trusted by Thousands of Property Managers and Accountants

Your life is a windstorm of details: accounts payable and receivable, collections, violations, homeowner relations, service requests, vendors, work orders – you know the routine.

You need a solution that's designed specifically to help you better manage your community.



Get Funds Quicker

The powerful accounting features of Central makes Account Payables and Receivables effortless and it is completely customizable. It also includes Enumerate Payments which allows you to accept recurring payments safely and securely.



Easily Lookup Owner Info

The incredible management tools of Central gives you a quick snapshot of your entire portfolio. Within seconds, you can explore each community and easily access key information.



Reduce Phone Calls by 15%

Central provides state of the art communications through our Enumerate Engage. Homeowners can get updates on tickets, send questions, or review their account which reduces phone tag and saves you hours.



Save Up To 40 Hours Per Month

You can automate your workflow which reduces hours spent on manual processes. Handle violation management quickly and easily, right from your mobile device.



Do Your Job from Anywhere

Since Central is in the cloud, you can enjoy more freedom from the office. Central also allows you to collaborate with your entire team at the same time from different places.



Impress Your Board Members

Our reporting engine allows you to create dozens of detailed reports quickly and efficiently. You can easily share documents with board members, staff and residents.

Let us count the ways.

You don't need five different solutions to manage one community. The Enumerate Suite has everything you need in one place.

Award-Winning Support at Your Fingertips.

In addition to the amazing features of Central, Enumerate offers our clients the industry's smartest and most helpful customer service:

- Industry-exclusive Customer Success Team staffed with PCAMs.
- A Quality Assurance team made up of CAM professionals.
- A dedicated, expert in-house Support Team.
- A standalone Implementation Team.

Other companies sell property management software.

We invented it.

Since 1985, more CAM professionals have trusted Enumerate than all other competitors combined. If you are looking for a technology partner that's dedicated to your success, then Enumerate is the clear choice.

Get a **FREE** Consultation. Call today at **727-293-4599**.

Are you looking for an easier way to do your job? Then you're a perfect candidate for a free phone consultation. We'll listen carefully to your needs and problems. Then we'll come up with expert ideas you can use right away to make improvements, boost productivity and banish your worries.

- We promise not to spam you.
- There's no obligation.
- It's 100% FREE.