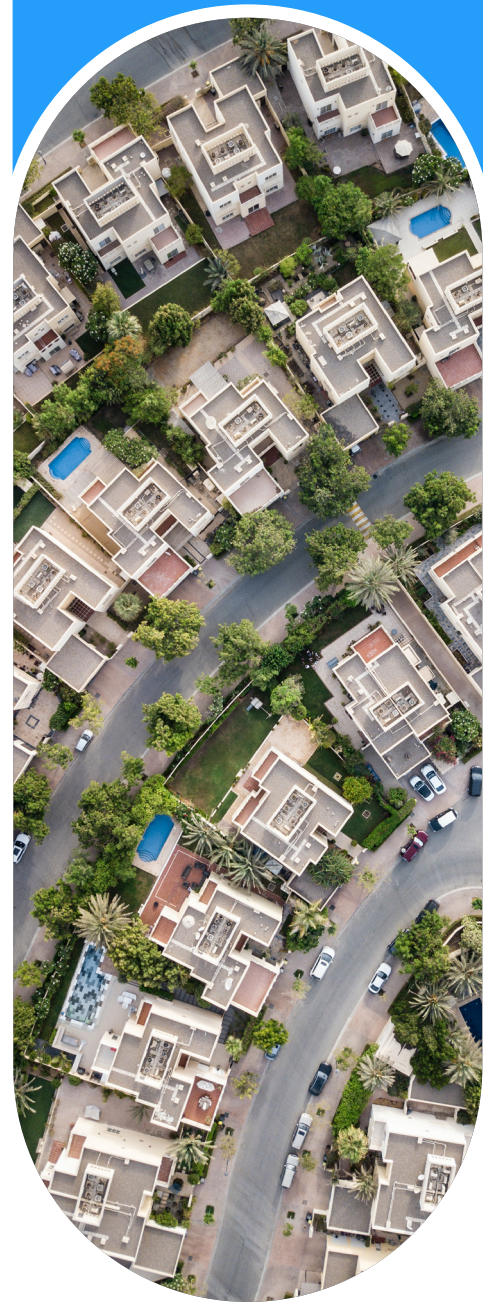
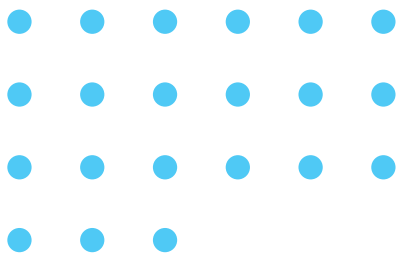


CASE STUDY

Front Street Management Increases Quality of Service and Efficiency



Community Management with a Purpose



When Timothy Smith opened his Property Management Company, Front Street Management, he was committed to serving his Prince George's County, Maryland community. To do that, he needed a carefully selected team and cloud-based technology that would make work more accurate and efficient. Launched in 2014, Front Street Management now serves 20 communities and more than 5,000 homes.

The Enumerate Central platform has been instrumental in supporting Front Street Management's goal of accuracy and efficiency. The software's reporting function alone saves Front Street Management 30 work hours per month. In addition, automated processes have been game changers when it comes to recurring AR processes and recurring AP invoices. These efficiencies have allowed Front Street Management to remain lean during times of growth.

"A week after we started the business, we engaged Enumerate. Enumerate has been our backbone. Day to day, Enumerate Central has a lot of flexibility, allowing us to customize our processes and procedures in reports for what different boards of directors want."

TIMOTHY SMITH
FRONT STREET MANAGEMENT

**Front Street
Management**



Timothy Smith launched Front Street Management with a mission of improving communities. Recognizing the challenge that HOAs are unpopular with residents, Front Street Management selected Enumerate Central to streamline processes, increase the quality of services delivered to residents, and reduce costs.

Implementing ENUMERATE CENTRAL to Support Growth

Beyond having the right people in place, Timothy knew Front Street Management needed the right software that would grow with it. Two weeks after he formed Front Street Management, he acquired the first community. And as Front Street grew, the administrative processes became more complicated.

He'd seen a platform another property management company used, but it wasn't user-friendly. He wanted one that was simple to use but sophisticated enough to meet ongoing needs. It also had to be cloud-based, he said. It had to be accessible both in the field and on mobile devices. The accounting and operations functions had to interface. The data had to remain secure, and the platform needed to allow homeowners and residents access.

Customization of Reports



Each month, Front Street Management prepares reports for the HOA's board members. With 20 communities, this process can be time-consuming and even more so if a board wants specific information included or wants that information in a particular format. With the Enumerate Central reporting feature, users can consolidate or tailor reports to meet individual needs and schedule them to run and email automatically. A process that took two and a half hours per community monthly now takes one hour-- a monthly savings of 30 hours.

Owner Access



With Owner Access, residents have access to their account information 24 hours a day. Instead of calling Front Street Management with a question, they can go online to look up their accounting history, make payments online, and review any violations.

Work Orders



The Enumerate Central work order system makes it easy to capture incoming maintenance and billing problems and assign them to a designated department or person. This was especially beneficial during the pandemic when staff worked offsite, and emails got backlogged. With this function, it is easy to see the status of the request and check to ensure the issue was addressed.

Partner Integration



Enumerate Central's cloud-based software easily interfaces with banking institutions, making it easy to download information from the bank to Enumerate Central and the HOA's web hosting software. Enumerate works with additional partners for portal and website integration, industry resources, and print and forms management.

Makes Life Easier

Enumerate Central functions make life easier for homeowners, board members, vendors, and property managers. But for Front Street Management, it's not just about making life easier, said Timothy. "Enumerate Central allows us to grow our business and take on more workload through automation, without adding headcount."

Not only does this allow the business to grow, but it enables the Front Street Management team to respond faster to the issues that homeowners can't resolve through Enumerate Central. Focusing on the people while using the platform to automate the administrative tasks leads to satisfied homeowners and boards. It becomes a win/win for all involved. And for Timothy, when he sees the impact Front Street Management makes on the communities? "Mission accomplished," he says.

"Enumerate is really our online office. Anything you can do walking into our office, you can do through Enumerate Central."

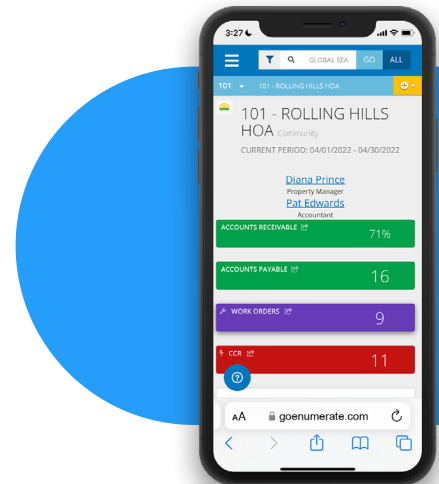
TIMOTHY SMITH
FRONT STREET MANAGEMENT

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.