

# Fueling Efficiency: A Yardi Support Services Case Study

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Enterprise-Grade Expertise at a Fraction of In-House Costs

# Client Profile

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A mid-sized property management company managing 25+ properties across multiple states with approximately 295+ staff members using Yardi as their primary property management platform.

The company struggled with inefficient support processes, lengthy resolution times, and inconsistent solutions to recurring issues. They were seeking ways to access specialized Yardi expertise across all modules without the prohibitive costs and key person risks associated with building an in-house team.

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# Challenges

The client faced several critical challenges that were impacting their operational efficiency:

## 1 Single Point Of Failure Risk

Reliance on limited in-house Yardi expertise created vulnerability when key personnel were unavailable or left the organization

## 2 Prohibitive Staffing Costs

Hiring and maintaining a team with expertise across all needed Yardi modules required multiple full-time salaries plus benefits and training costs

## 3 Time-Consuming Ticket Resolution

Staff waited an average of 2-3 days for resolution of even routine issues

## 4 Inconsistent Troubleshooting

Similar problems were solved differently depending on which support agent handled the ticket

## 5 Knowledge Gaps

Team members struggled to understand the underlying causes of issues, leading to repeated tickets

## 6 Resource Drain

Property managers spent approximately 5-7 hours weekly managing system-related issues instead of focusing on tenant relationships

## 7 Minimal Documentation

Solutions weren't documented, preventing self-help for common problems

## 8 Resource Allocation Inefficiencies

As commonly occurs in property management organizations, system administration responsibilities were distributed across staff members outside their primary roles, creating inconsistent configurations and potential operational vulnerabilities

# Solution

Our team implemented a comprehensive Support Services approach focused on responsiveness, knowledge sharing, and root cause resolution:



## **Enterprise-Grade Expertise At Fractional Cost**

Delivered specialized support across all Yardi modules and vertical markets for significantly less than hiring dedicated in-house resources, while eliminating key person dependencies



## **Structured Problem Management**

Implemented a systematic approach to identifying, logging, categorizing, diagnosing, and resolving recurring issues, focusing on root cause analysis rather than just applying quick fixes



## **Dedicated Support Team**

Assigned experienced specialists with deep Yardi expertise to provide consistent support, functioning as an extension of the client's team



## **Proactive Issue Identification**

Implemented regular system health checks to identify potential problems before they affected operations



## **Knowledge Transfer Approach**

Rather than simply fixing issues, support staff explained solutions and root causes



### **Custom Solution Assessment & Recommendations**

Evaluated needs for specialized reporting and automation, providing targeted recommendations and implementation options that aligned with frequently requested data requirements



### **Strategic Advisory Relationship**

Established quarterly check-ins to assess effectiveness and develop improvement roadmaps



### **Yardi-Exclusive Expertise**

Applied our singular focus on Yardi to deliver high-octane, specialized knowledge unavailable from generalist consultancies



# Engagement Process

The engagement process followed a structured approach:

## Phase 1: Business Alignment

- 1 Assessment:** Conducted a thorough analysis of ticket history, identifying common themes and pain points
- 2 Prioritization:** Categorized support needs by impact and frequency, allocating resources accordingly
- 3 Team Alignment:** Ensured support specialists understood client workflows and business objectives

## Phase 2: Ongoing Excellence

- 4 Service Deployment:** Rolled out the revamped support model with clear escalation paths
- 5 Feedback Loop:** Established regular check-ins to assess effectiveness and adjust approach as needed
- 6 Team Structure:** Designed a cross-trained support model that eliminated single points of failure while providing broader expertise than individual in-house resources could deliver

## Cost Comparison

### In-House Yardi Team:

*(2-3 specialists plus benefits)*

**\$200,000-  
\$300,000  
annually**

### Gelbgroup Support Services:

*with broader expertise and  
no key person risk*

**40-60%  
less**

# Results

The enhanced support services delivered significant, measurable improvements across multiple areas:

## Business Impact

- ♥ Achieved **40% cost savings** compared to in-house staffing while providing broader expertise across multiple Yardi modules and vertical markets
- ♥ Freed executive team from day-to-day system administration, allowing focus on strategic business initiatives and core operations
- ♥ Eliminated HR recruitment challenges and removed organizational vulnerability by replacing single-point-of-failure staffing with a team of cross-trained specialists
- ♥ Reduced administrative overhead costs by approximately **\$42,000 annually**
- ♥ Improved tenant experience due to faster resolution of resident portal issues

## Key Performance Metrics

96.3%

Client satisfaction rating

4.5 hrs

Weekly time saved per property manager

65-75%

Reduction in ticket resolution time

40-60%

Cost savings vs. in-house staffing

- ♥ Enhanced reporting accuracy leading to more informed business decisions
- ♥ Streamlined month-end close process by eliminating common data bottlenecks
- ♥ Improved financial controls by properly segregating system administration duties from accounting functions
- ♥ Ensured consistent support quality for all departments regardless of their Yardi module or technical complexity



## Operational Efficiency

- ♥ Estimated **65-75% reduction** in ticket resolution time (from approximately 2 days to half a day), based on customer feedback and internal tracking metrics
- ♥ Estimated **60-70% decrease** in repeated ticket submissions for the same or similar issues, supported by consistent positive feedback about solution reliability
- ♥ **4.5 hours** per week reclaimed per property manager, allowing focus on core responsibilities
- ♥ Estimated **85-90% of tickets resolved** during first contact with support team, reducing the need for multiple interactions

## Staff Experience

- ♥ **96.3% satisfaction** rating with support team responsiveness and expertise
- ♥ Staff confidence improved through better understanding of system functionality
- ♥ Reduced frustration with previously persistent technical issues
- ♥ Increased adoption of system features previously underutilized due to support concerns

## Client Feedback

The client team has consistently praised several aspects of the enhanced support services:

“The responsiveness has completely transformed how we approach system issues. What used to be a multi-day waiting game is now typically resolved the same day.”

— PROPERTY MANAGER

“Our staff now understands not just how to fix issues but why they occur in the first place. This knowledge has empowered them to work more independently.”

— OPERATIONS DIRECTOR

“The consistent quality of support has allowed us to standardize our processes across all properties, knowing we’ll get reliable solutions regardless of which team member submits a ticket.”

— REGIONAL MANAGER

“What impressed us most was gaining access to specialists across all Yardi modules for less than we’d pay for a single in-house expert. It’s like having an entire Yardi department at a fraction of the cost.”

— CFO

“Your partnership is amazing in helping us keep the day-to-day things running smoothly. The team feels like an extension of our own staff.”

— CLIENT LEADERSHIP TEAM

# Lessons Learned

The success of this support services transformation highlights several key insights applicable to other organizations:

- 1 Responsiveness is consistently rated as the most valued aspect of effective support
- 2 Knowledge transfer generates cascading benefits that extend well beyond immediate issue resolution
- 3 Consistency in support approach dramatically reduces operational friction
- 4 Dedicated expertise yields better outcomes than generalized support
- 5 Documentation of solutions creates compounding efficiency over time
- 6 The Gelbgroup +1 difference — going the extra mile through proactive solutions rather than just reactive fixes
- 7 Yardi-exclusive focus delivers deeper expertise than multi-platform consultancies can provide
- 8 Fractional access to diverse expertise delivers greater value than full-time access to limited expertise

## ROI SPOTLIGHT

**\$42,000**

Annual  
administrative  
cost savings

**234 hrs**

Monthly time  
recovered  
across  
property  
management  
team

**60-70%**

Reduction in  
repeated ticket  
submissions

Eliminated **Key person risk**  
and **knowledge silos**



# The Premium Support Experience

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As part of our commitment to continuous improvement, we now offer Gelbgrou Premium Support, which builds on the foundation established in this case study by adding:

- ♥ **Strategic Advisory Support:** Annual strategy meetings and quarterly advisory sessions to align Yardi with long-term business goals
- ♥ **Problem Management Framework:** Application of structured (Information Technology Infrastructure Library) ITIL-aligned processes to identify, categorize, and resolve underlying systemic issues rather than just addressing symptoms
- ♥ **Excellence Dashboard:** Near real-time visibility into support metrics and system performance to identify trends and make data-driven decisions
- ♥ **Enhanced SLAs:** Priority response times with a dedicated account lead who understands your specific business processes
- ♥ **Specialty Module Expertise:** In-depth support for advanced modules like Job Cost, Investment Management, and Advanced Budgeting
- ♥ **“Follow the Sun” Global Support Model:** Leveraging our international team presence to provide responsive support across time zones
- ♥ **High-Octane Yardi-Exclusive Expertise:** Unlike generalist consultancies that spread their knowledge across multiple platforms, our singular focus on Yardi since 1996 has created unmatched depth of expertise
- ♥ **Cost-Effective Team Approach:** Access to specialists across all Yardi modules and vertical markets for less than the cost of hiring a single in-house expert, while eliminating the risks of knowledge silos and staff turnover

## THE EXPERTISE ADVANTAGE

With Gelbgroup Premium Support, clients gain access to:

**25+** Yardi specialists  
across all modules

**800+** Years of combined  
Yardi experience

**24/7** Support  
availability

All For less than the cost of one in-house expert



“What differentiates us is our *personalized approach to support and our exclusive focus on Yardi*. Our clients don’t experience the frustration of explaining their issues to different people each time. They have a dedicated lead who understands their business processes, their configuration, and their goals. This creates a partnership where we’re not just a ticket system – we’re an extension of their team, *empowering them to love Yardi more.*”

— CATHERINE STANTUS

Senior Director of Support Services, Gelbgroup

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As one client noted,

“Gelbgroup’s team feels like an extension of our own. Their support services keep our day-to-day operations running smoothly, while their strategic guidance helps us continuously improve our Yardi implementation.”

# Next Steps to Loving Yardi More

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Ready to enhance your Yardi support experience?

Here's how to get started:

**Business Alignment:** Schedule a no-obligation consultation to evaluate your current Yardi support structure and identify potential efficiency gains.

**Customized Solution Design:** Our team will develop a tailored support approach based on your specific modules, workflows, and business requirements.

**Engagement Planning:** Receive a detailed transition plan with timeline, deliverables, and success metrics aligned with your organizational goals.

**Seamless Onboarding:** Experience our structured knowledge transfer process designed to minimize disruption while maximizing early wins.

**Continuous Improvement:** Begin receiving regular performance analytics and strategic recommendations to continuously enhance your Yardi ROI.



Contact us today at **info@gelbgroup.com** to schedule your complimentary Yardi support assessment and take the first step toward greater efficiency.



# About Gelbgroup Consulting

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[gelbgroup.com](https://gelbgroup.com)

Founded in 1996, Gelbgroup Consulting is the premier Yardi-exclusive consultancy with a singular mission: ***empowering you to love Yardi more.*** Our comprehensive service portfolio encompasses four core disciplines: Advisory Services, Implementation Services, Custom Development and Business Intelligence, and Support and Training Services.

With over 800 years of combined real estate and Yardi expertise, our global team delivers specialized solutions across multiple vertical markets, job functions, and Yardi modules at a cost significantly below hiring equivalent in-house resources. Our “Follow the Sun” support model ensures responsive service across all time zones, transforming Yardi from a system of record into a strategic business asset.



## Empowering You to Love Yardi More

+1 818.377.2257

[info@gelbgroup.com](mailto:info@gelbgroup.com)

[gelbgroup.com](https://gelbgroup.com)

North America | Latin America | Europe | Asia Pacific

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