

# Denholtz Associates

Matawan, New Jersey



## CASE STUDY

### Company Profile

**Sector:**

Property Management

**Value:**

- + Eliminates paper work orders
- + Streamline processes
- + Reduces duplicate work orders
- + Improves customer service
- + Eliminates redundant communication efforts

*"The Q Ware system has proven to be a time saving and tenant friendly way of managing this very important portion of property management. We have kept and improved the personal element with our tenants while making great strides in reducing the time lapse between inception and completion of our work orders. The Q Ware Work Order Module and Denholtz Management is definitely an excellent match."*

Janet Dennis  
Q Ware Coordinator

### Company Introduction

Denholtz Associates owns and manages a diverse portfolio of office, industrial and flex space with more than 1,500 tenants spanning six states and almost 6 million square feet. For more than half a century the property management group has built a reputation for innovation, quality, and service throughout the real estate industry.

### Challenges

Denholtz's previous system often required both a work order and a purchase order, which caused extreme chaos. All updates to the work orders were done verbally as building engineers did not have access to the system. Tracking the completion of work orders was a nightmare often requiring reprinting, refiling and redundancy in communication. The system lacked a logical way to reduce or eliminate the enormous amount of time it took to track the process and close work orders out in a timely manner.

### Solution

The goal was simple: to find a program easy enough for both tenants and staff to use. With over 500 work orders generated each month, it was essential that the process could be learned and subsequently streamlined quickly. The solution: Q Ware CMMS. The tenants welcomed the new Q Ware program immediately and adopted its practices with ease. The staff became comfortable with the entire process and learned to pull reports, histories, and documentation with no trouble. The paper trail became almost obsolete; using emails with attachments that are opened, reviewed, commented on and replied to not only saves time and effort but also proves to be more environmentally friendly. Not only was the Q Ware system easy to adopt, but it only took about 60 days for Denholtz Associates to see a return on its investment.

