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- Tracy Pomeroy,
Operations Coordinator

Profile

CSM Corporation is a real estate company located in Minneapolis, Minnesota. They specialize in real estate management for commercial, residential, and hotel properties. The company manages over 100 properties, including 39 hotels and over 3,000 apartments throughout the Minneapolis area. Gary Holmes, CEO of CSM Corporation, started his company by selling light bulbs when he was just 12 years old. By the age of 14, Holmes used the money he made from selling light bulbs to buy his first set of Minneapolis duplexes. In 1976, Holmes founded his first company, Colonial Services, which was later renamed to CSM Corporation.

Challenges

CSM Corporation didn't have the visibility to see the maintenance crew's current locations at any given point, nor could they track daily mileage. They couldn't send out maintenance service orders to the closet driver, and they weren't able to receive alerts for maintenance on the company vehicles. And management couldn't set up geofencing alerts to notify them of which employee visited a particular property.

Solution

Encore solves the problems that CSM Corporation was having with vehicle visibility, and maintenance and geofencing alerts. With the software's robust features, CSM Corporation increased their overall efficiency by sending out work orders to the nearest maintenance employee. They're able to save money on fuel cost by monitoring vehicle mileage throughout the month, and the maintenance alerts help cut down on costly vehicle repairs.



Benefits

CSM Corporation's daily productivity has increased 30 percent along with the driver accountability. Having the ability to view the maintenance crew's current locations has saved them roughly \$500–1000 a month. “[Encore] makes our maintenance team more efficient in our daily business,” said Tracy Pomeroy, operations coordinator. CSM Corporation says that they would recommend Encore to other businesses and friends.