

Bozzuto cuts resident onboarding time to 2 hours

Bozzuto, the 14th largest property management company in the nation,* leveraged Updater Pro | Onboarding to increase onsite team efficiency and create a consistent onboarding experience that residents and onsite teams love.

**NMHC 50 Largest Apartment Managers, 2023 Rankings*



Updater partner since 2015



91,000+ units

Challenge: Create a consistent, streamlined move-in experience for residents and onsite teams

Going from an approved applicant to a fully moved-in resident can be a heavy lift for both onsite teams and future residents. Traditionally, onsite teams managed move-ins through manual processes like email, spreadsheets, and fielding phone calls. This makes it hard for onsite teams to collaborate and know what is outstanding for each future resident. Bozzuto needed a simple and welcoming move-in process and turned to Updater for a solution that:

- Was quick & easy to configure
- Created time savings through automation
- Teams & residents found easy to use
- Increased engagement with recommended services



"Updater has been instrumental in helping us remove friction from the move-in process for both our residents and onsite teams. New platform rollouts always come with challenges but the excitement around this has been unmatched!"

Jenna Miller

Senior Director of Marketing at Bozzuto

**Time saved with
Updater Pro | Onboarding**

1-2 hrs

Average time leasing teams save per move using Updater

2 hrs

Average time residents spent to be move-in ready; reduced from 5-10 days

15 mins

Average time for new communities to be fully configured and ready to launch

Results with Updater Pro | Onboarding

Increased adoption with easy-to-use platform

Introducing new platforms and processes can create adoption challenges, so it was important to Bozzuto that the changes for onsite teams be simple and deliver clear value. Not only were communities able to quickly get up and running, but 95% of onsite team respondents also rated Updater Pro | Onboarding as "extremely easy to use" in a recent survey.

Automation saves time

Before Updater, Bozzuto teams spent hours working through all the usual manual to-dos like like answering resident questions, documenting move-in details, and following up on tasks. Now, Bozzuto teams trust Updater's automation to do the heavy lifting, from creating welcome letters and sharing preferred provider information to sending resident reminders. As a result, teams report saving at least 1-2 hours per move.

Move-in-ready residents

Moving is ranked as the third most stressful life event. And, Bozzuto understands that delivering a positive experience from minute one is a great way to increase the likelihood of a renewal down the road. Now that residents use Updater, not only have they shared feedback that it is "easy to use," but they also complete required move-in tasks faster than ever thanks to Updater's guided task completion experience.

98%

of residents who expressed interest in setting up TV & internet chose their community's preferred provider



"Updater Pro | Onboarding has been extremely helpful with the organization of managing our move-ins. It's not only convenient for the residents but it's easy to use for our team."

Vantage Mosaic

Bozzuto managed community in Virginia