



MOTILI'S ASSET TRACKING TECHNOLOGY LEADS TO **20% INCREASE** IN RESIDENT SATISFACTION

Case Study:

Community A

335 APARTMENTS

97% RESIDENTS
SATISFACTION ON HVAC

- FOCUSED PLANNED REPLACEMENTS ON WORSE CONDITION ASSETS.
- DRAMATICALLY REDUCED SERVICE CALLS DURING SUMMER SEASON.



39%

PLANNED
REPLACEMENT

3%

UNPLANNED
REPLACEMENT



20%

Improvement in Resident Satisfaction



15%

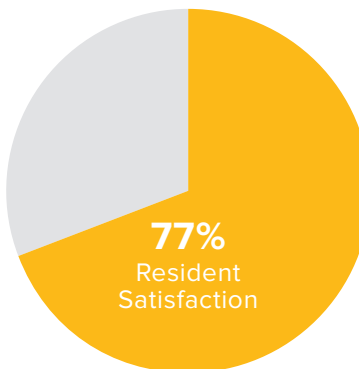
Lower Installation Costs

Community B

750 APARTMENTS

77% RESIDENTS
SATISFACTION ON HVAC

- NO PLANNED REPLACEMENT ACTIVITY.
- "BREAK FIX"
- HIGH LEVEL OF RESIDENT SERVICE CALLS DURING SUMMER.



17%

PLANNED
REPLACEMENT

0%

UNPLANNED
REPLACEMENT

Resident Satisfaction Improves with HVAC Projects



In Q1 of 2018 Motili conducted an asset tagging pilot study at one of our enterprise multi-family customers. Motili's technicians catalogued all HVAC assets across over 300 units at this property. Once catalogued, Motili provided strategic insights on the status and condition of all HVAC assets on the property, including recommendations on unit quality and wear and tear. Based on Motili's strategic recommendations the customer was able to take proactive steps in property maintenance and repairs before the rush of the summer busy season.

As a result of this project, this property saw a total of 3% in unplanned replacements over the busy season – and a 97% resident satisfaction score. This same customer acquired another property, where Motili did not have time to conduct an asset tracking project in time for the busy season. On this property 17% of work were unplanned replacements, which are typically more expensive. The customer earned a 77% resident satisfaction score at this property. Comparing the two properties, asset tracking led to a 14% decrease in unplanned replacement and a 20% increase in customer satisfaction.

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for more details on this case

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