

Hive Helps Property Management Firms Turn IT from “Overhead” to “Advantage”

Leverages technology from Uplevel to deliver managed services with no upfront cost

Amidst rapid-fire industry change, the profitability of today's property management firms' faces risk from all sides:

- Consolidation
- Competitors from other geographic markets
- Rising owner and tenant expectations
- Shrinking operating budgets
- Growing need to protect applicants' personally identifiable information (PII)



The ability of firms—small companies in particular—to meet these challenges and stay profitable hinges on having a high-performing, easily expanded information technology (IT) infrastructure that won't break the bank and fits neatly into an annual budget. To that end, fast-growing companies like Houston-based Portico Property Management benefit greatly from leaving the risky “break/fix” approach to IT in favor of managed services from the right provider.

“With Uplevel, we have no upfront cost for purchasing hardware, and we still have the functionality we need. ”

Casey Lund

VP of Technology at Hive Technology

Provider

Hive Technology, Houston, TX-based provider of simple, flat-rate IT solutions

Customers

Property management firms in the greater Houston area

IT Challenges

- Unreliable Internet connectivity
- Unpredictable cost
- Data security risks

Hive/Uplevel Solution

Migrate customers from the risky “break/fix” approach to managing IT to affordable, high-performing managed services based on Uplevel technology

Business Benefits

- No upfront equipment costs
- Reliable routing, firewall, Wi-Fi, VPN, dual Internet, and storage capabilities on a pure subscription basis
- Secure guest access





"We offer multi-family property managers an important business advantage by offering simple, flat-rate IT solutions and keeping everything operating reliably and up to date to date."

With multi-family properties across Houston, Dallas/Fort Worth, Corpus Christi, and San Antonio, Texas, Portico trusts its IT infrastructure to Hive Technology, a Houston-based managed service provider (MSP) that resolves issues at a speed comparable to in-house IT staff at a fraction of the cost. Hive delivers a network infrastructure, desktop management and support, and ongoing performance monitoring on a subscription basis. This approach results in a more reliable solution that costs clients less than having to buy equipment and pay for warranties, technical support for system updates, and emergency site calls when something goes wrong.

Managed Services Keep the Network Up and Cost Down

"These days, managers of apartment complexes and other multi-tenant facilities live and die by the Internet," says Casey Lund, VP of Technology at Hive Technology. "Firms need their connectivity to be fully functional for entering data, registering new clients and providing

guest access when prospective tenants come onsite. If the Internet goes down, virtually everything comes to a complete halt because the critical client management systems run offsite. We offer multi-family property managers an important business advantage by offering simple, flat-rate IT solutions that align with strict annual budgets and keeping everything operating reliably and up to date to avoid costly outages."

To avoid the steep capital cost associated with helping companies like Portico upgrade to more reliable IT networks, Hive recently began migrating clients to a network infrastructure solution developed specially for small-to-medium businesses (SMBs) with fewer than 20 employees per site. This new approach from Uplevel Systems features an integrated network gateway that lets MSPs deliver routing, firewall, Wi-Fi, VPN, and storage capabilities on a pure subscription basis—with no upfront cost to purchase or upgrade equipment.



Uplevel Gets New Sites Running in a Third of the Time—with No Money Down

"We were looking for a different type of solution that would let us centralize management of everything we do for multi-family properties when we heard about Uplevel," Lund says.

"Before that we were using SonicWall to manage routing functionality, Ubiquiti solutions for wireless, and D-Link switches for the networking side. It took a lot of effort to configure a complete solution at each site."

"Configuration is much easier so we can get systems running in a third of the time and manage everything through one Web portal," Lund reports. "With Uplevel, we have no upfront cost for purchasing hardware, and we still have the functionality we need. This approach can benefit many smaller companies but is extremely well suited to property management firms because the web interface makes it easy to manage multiple offices remotely while accommodating the constraints imposed by their strict annual budgets."

Having experts manage IT also helps property managers streamline consolidation and expansion to new buildings and markets. Uplevel's security, versatility, and pure-subscription model let MSPs get services up and running at new and existing property management offices in a fraction of the time.

Staying a Step Ahead of Industry Change

Procuring managed network and desktop services on a subscription basis helps Portico and other property managers maintain high-quality Internet, computer, and phone service while keeping operating costs low and predictable. Unlike traditional network equipment providers, Uplevel provides ongoing feature and firewall updates, and even equipment upgrades, with no warranty or support-contract renewal fees needed. Uplevel also eliminates the headache of missing important security updates due to forgetting to renew a support contract.

"Now everything is done through one portal, one web page," says Lund. "This makes for a big advantage not only for configuration but day-to-day management that avoids surprises and keeps us, and our clients a step ahead of potential issues. We've been so happy with the results that we are now positioning the Uplevel solution with new clients in property management and other businesses that need to keep multiple locations up and running to provide secure, reliable service to their customers."

"We now position Uplevel with new clients in other businesses that need to keep multiple locations up and running to provide secure, reliable service to their customers."

Hive Technology Benefits

- Faster, easier installs
- Subscription model facilitates moving customers to managed services
- Customer IT issues resolved
- Easier to support more customers with less travel

Customer Benefits

- No upfront investment to upgrade network, security
- Quality issues resolved quickly
- Predictable cost