

# WFI Investments

## Case Study, 2.7x ROI

WFI leverages Mezo's Maintenance Intelligence to drive revenue enhancements and cost-savings while improving the experience for their residents and technicians.

WFI Investments

### Opportunity

Leading student housing operator, WFI Investments, built their brand on exceptional student experiences. As a tech-forward Owner/Operator, WFI was ahead of the curve identifying opportunities to:

- Increase in-house bandwidth for preventive maintenance and asset reinvestment.
- Address limited visibility into asset performance - what's breaking and why - to drive strategic CapEx planning

### Rendezvous - Property-Level Snapshot

In July, 2022, WFI integrated Mezo's Maintenance Intelligence platform at Rendezvous, a 432-bed property. WFI leadership reported:

#### 1. Revenue Enhancements:

- Improved resident experience (92%+ adoption)
- Unlocking leasing velocity and rent gains with more time to focus on curb appeal

#### 2. Cost Savings: \$2,050/month

- \$1,000 cost-saving resident mitigation coaching, for example water shut-off
- \$700 reduced 3rd party vendor cost (keeping critical CapEx work in-house)
- \$200 reduced resident turnover
- \$150 unnecessary repairs avoided

With a \$650/ month cost WFI saw a 3.0x return in addition to revenue enhancements.

### Annual Portfolio Impact

After seeing the results, WFI integrated Mezo across 8 of their properties, representing 3,600 beds. For the broader portfolio, WFI's investment has netted:

2.7x

Return on  
Investment

\$27k 

Issue mitigation  
and DIY savings

1k 

Hours Reinvested in  
Revenue Enhancements



## How WFI Leverages Mezo

- Residents use 24/7 virtual assistant, Max, for service requests.
- Mezo Intelliflows™ diagnose issues in 2-3 minutes and coach residents through cost-saving DIY mitigations, like water shut-off.
- WFI's maintenance team gets actionable work orders with 99% accurate diagnosis, repairs and parts needed, media and more.
- WFI techs solve issues faster, with more time for preventive work.
- Leadership has visibility to make strategic operational improvements.



## "Pays for itself with features like..."



"Mezo makes facilities data, which is usually chaotic, usable by focusing on the front end. The platform gives us better visibility into our operations and pays for itself with features like coaching residents to mitigate damage. "

**Jason White, SVP of Asset Management**  
**William Fidelity Investments**

## About WFI Investments

WFI is a boutique real estate investment company focused on value-add acquisitions and opportunistic development of student housing communities.

WFI's commitment to the little things means rigorous attention to institutional quality processes and systems and an active, hands-on approach to property ownership, viewing each community as independently-operating companies with unique needs, positions, and strengths. [Info@WFIInv.com](mailto:Info@WFIInv.com), [wfinv.com](http://wfinv.com)



**4.5 / 5**  
Resident Score



**99.0%+**  
Item-Symptom  
Diagnosis



**51%+**  
Work Orders  
with Quality  
Photos, Videos



**25%+**  
Cost/ Time  
Reduction