

# 5 Steps to Maintenance Tech Adoption



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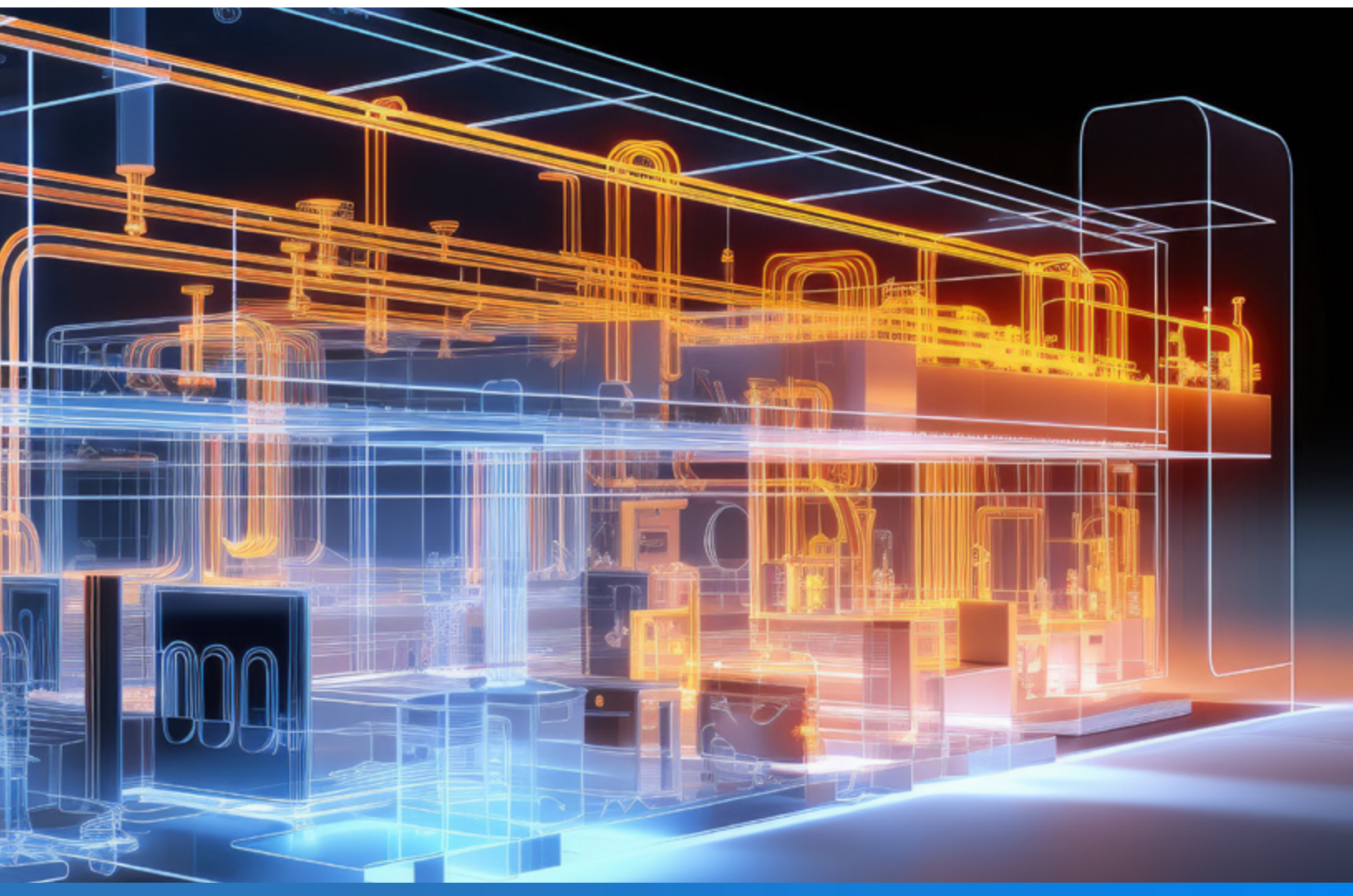


OPTIMIZE

# Five actionable steps to help you gain your teams' buy-in

Now more than ever, property management companies are struggling to recruit and retain maintenance staff. At the same time, resident expectations on unit readiness and work order completion time have never been higher.

So, how do we fill the gap? Start by helping your technicians recognize the benefits of new technology.



Maintenance technology improves the employee experience, resulting in more fulfilling workdays, better performance and a streamlined process benefitting both staff and renters.

But those who have been in multifamily for years know that persuading maintenance technicians to adopt new technology is easier said than done.

That's why we spoke with multifamily experts from top management companies to help you understand what maintenance teams need and look for in new technology.



**Maintenance IQ** is one of the most impactful products on our operations. Having one app to complete unit turns, inspections and work orders gives us an advantage to hire top technicians need in the field.



**T O N Y   Y O U N G**

Chief Information Officer, The Lund Company

# 1. Start at the top

Senior staff can inspire change when they lead by example. Involve your strongest technicians in the implementation process to sway the rest.



Piloting your program with your strongest technicians will help influence the rest of your maintenance team. If you can get buy-in from these individuals, gaining trust from the rest will follow.

Plus, technicians are more likely to connect with and trust lead maintenance staff than they would a corporate employee.

"If someone from their end shows them how the tech is going to make their jobs easier, they're going to listen to that person," said Tony Young, chief information officer at The Lund Company.

"That's how you get adoption and buy-in. Let trusted maintenance technicians lead the rest of the team, that way everyone's on board from the beginning," Young said.



The smartest decision we made in implementation was having peers involved in the training and rollout. Corporate doesn't necessarily know everything technicians need in the field.

**CARRIE BAKKE**

Senior Systems Analyst, The Lund Company



## 2. What's in it for them?

Tech that automates tedious tasks is a *win* for technicians. Lead with the benefits that will improve their day-to-day and impact them the most.



While your company benefits from implementing new technology — faster unit turnovers, better ticket visibility and inventory tracking, to name a few — the real winners are your technicians.

So, make sure they know what's in it for them too!

A productive approach is to emphasize how new technology simplifies jobs by removing manual tasks. For example, maintenance technology can easily eliminate the need for technicians to walk across properties to pick up work orders.

And as for seasoned employees hesitant to adopt new technology? Sometimes they just need to experience the benefits firsthand.



Many of our employees have been with us for years. But introducing new technology often makes our staff realize how much time they can save. And once they realize that, they quickly start to embrace it.



**LESLIE HENRY**

Senior Vice President, Towne Properties

# 3. Get the right tools for the job

Collaborating with teams prior to rolling out new technology can pave the way for successful implementation.





Surprisingly, even in the age of artificial intelligence and rapid technological advancements, many technicians remain unequipped with the latest tools.

“When we first rolled out our tech, we still had a few people using flip phones,” Bakke recalled.

Though many technicians might own personal devices suitable for managing maintenance tasks, not everyone is open to using them on the job.

Providing your teams with the right resources not only ensures their success with a new system, but also makes getting their buy-in much easier.

This is increasingly important as younger, digitally-native employees join the workforce.



Younger workers are less likely to accept manual tasks associated with maintenance.

We need to give them the tools they're familiar with, the tools they know how to operate.”

**T O N Y   Y O U N G**

Chief Information Officer, The Lund Company



## 4. Feedback first

Collaborating with teams prior to rolling out new technology can pave the way for successful implementation.



Consistently soliciting feedback from your team and refining processes based on their experiences are crucial steps to achieve and sustain employee buy-in.

Pairing genuine appreciation for team insights with a strategic method to collect feedback not only strengthens your organization's competitive edge, but also ensures efficiency for the long run.

A connected solution streamlines your team's tasks into a single login and workflow, making it easier for you to gather their thoughts and feedback.



With Maintenance IQ, our maintenance team can complete their tasks on the go. They don't have to walk back to the office just to find out what their next task is going to be. They can see it right on their device.

**CARRIE BAKKE**

Senior Systems Analyst, The Lund Company



## 5. Consider a connected solution

Smooth out your maintenance process with built-in data and functionality. Goodbye third parties, hello one login.



**Maintenance IQ** makes it easy for staff to complete all maintenance tasks from a mobile device, connecting your teams, automating manual tasks and creating an all-around efficient maintenance process.

It also provides your leasing team, resident services team, corporate office and stakeholders with full visibility into turnover status, work order completion, inventory and more.

And with data that flows seamlessly between Voyager, there's no need for additional interfaces or data exchanges.



When everything falls under the Yardi umbrella, it all works together to create one beautiful picture. Why would I go anywhere else? I have everything that I need in one system.

**D I A N A   N O R B U R Y**

Senior Vice President, Pillar Properties



# Redefine maintenance efficiency

Speed up move-ins, simplify workflows  
and automate where needed with Maintenance IQ.



During a time where recruiting maintenance talent is tough, be that forward-thinking company that prioritizes innovation and employee needs.

Interested in seeing how **Maintenance IQ** can simplify your maintenance process?

START YOUR JOURNEY

