

“The Yardi team was awesome. Everyone we worked with was professional and responsive.”



SCOTT JONES
Executive Vice President
The Donaldson Group



Multifamily | 7,000 + units
donaldsonmgt.com

THE CHALLENGE

The Donaldson Group’s previous software provider was slow to innovate, had an inadequate training platform and inefficient customer service. Additionally, new products acquired by the previous provider did not integrate well with its core platform. This led to challenges in hiring staff who were comfortable using the system.

THE SOLUTION

The Donaldson Group turned to Yardi due to its reputation as a reliable provider with solid leadership. The implementation process was seamless, and they were able to drive immediate improvements in their operations. Their staff also preferred Yardi software over the competition, simplifying the hiring and training process.

Compared to their last software partner, the **Yardi Multifamily Suite** was easy to implement & enhanced operational efficiency



Faster implementation



Easier hiring & training



Better customer service

Real client, real results

With Yardi, The Donaldson Group experienced a **seamless implementation process with excellent customer support**

DONALDSON

Fast onboarding & training

A company-wide poll showed that Yardi was the preferred software choice among staff. Many employees had prior experience with the connected solution, making implementation smoother and training easier. The Yardi Aspire learning management platform also enhanced the transition, simplifying learning for new and existing staff.

Exceptional customer service

Yardi's dedicated help desk system was a positive change from their previous software provider, who lacked customer support. Yardi assigned a dedicated team to The Donaldson Group that understood the company's needs and history. Any issues were resolved quickly and efficiently, ensuring success from the start.

"We **saved a lot of time** by being able to drill down into the details, and anyone can run a report from the CEO to the receptionist."

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See how it works



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