MyAssistant
For Sage Timberline Office

MyAssistant helps property manager make better decisions

Founded over thirty years ago, Paramount Property Management specializes in commercial retail, industrial and residential property management. Paramount began using Sage Timberline Office in October of 2006 and implemented MyAssistant in 2008. President Ronnie Levy reports:

"Our philosophy behind using MyAssistant is to empower our people each day to make smart decisions. Instead of our staff having to do something, or remember to do something, MyAssistant can automatically do it—it's proactive. Our people in the field are very busy and don't know all the reports and inquiries within Timberline, or even all the information we track. Now MyAssistant automatically emails the correct information they need and they can immediately react to it instead of having to remember to run a report or having something slip through the cracks."

"For example, twice a week MyAssistant checks to see if any tenants have an intended move out date, and if so it fires off an email that summarizes the situation, including the reason and date. Now we can proactively address the situation and try to figure out how to keep them as a tenant. Before MyAssistant nobody in the field knew, but now they get the information delivered to them in an email. It's very beneficial and helps us keep business."

"We also use MyAssistant to regularly tell us our cash balances, properties with a negative bank balance, invoices open a certain amount of time, and leases with no or expiring insurance."

"We use Submit Issue [a feature in Information Assistant] to track maintenance, repairs and complaints. We want to know which issues are more than seven days old, so we get a list from MyAssistant once a week so we know what's outstanding."

"We set up a Timberline custom field that tracks legal status. With MyAssistant our property managers get an immediate notification if someone is being evicted. We also receive notifications of payments from tenants flagged for legal status so our legal department will know if an eviction can be cancelled."

"We have an internal policy where we process evictions on the 15th of the month. Some tenants have figured it out and send their check so it bounces after that date. MyAssistant sends us a list of tenants that have bounced checks after the 15th."

"When a tenant needs to be charged back our accountants receive a MyAssistant email so they know to create the chargeback. And MyAssistant notifies us of open security deposit refunds. Before MyAssistant these were often missed, but now we know when it's due and get a heads up."

"If I had known how easy it is to install and implement MyAssistant we would have purchased it earlier. We're planning to use MyAssistant for much more. For instance, we have regular inspections to ensure our properties meet state requirements. We track these compliance expiration dates and will use MyAssistant to let the property managers know when expiration is near so they can be proactive and make any necessary repairs, and then contact the state and tell them the property is ready for inspection."

"There's so much it can do that's valuable and it makes all of us more productive. With MyAssistant we automatically get the right information to the right people, allowing them to make smart business decisions. We're extremely happy with the software—it's an amazing tool."

CUSTOMER
Paramount Property Management

INDUSTRY
Commercial Retail, Industrial, and Residential Property Management

LOCATION
Bayonne, NJ

INNOVATIVE SOFTWARE DESIGN
Founded in 2004, Innovative Software Design provides products and services that extend the power of Sage Timberline Office. The people behind ISD have more than sixty years of experience at Sage Timberline and are inspired by creating innovative solutions that help businesses be more productive.

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