



CASE STUDY

City Sites Property Management Inc.

✓endorpm



City Sites Property Management Inc. brings together the combined experience of knowledgeable and experienced property managers specializing in the management of condominiums, having provided this service to various condominium communities effectively for many years.

Location

Toronto, Ontario, Canada

Industry

Multi-Family Residential

Users



46 Buildings



26 Property Managers

The Challenge

City Sites was using Microsoft Excel to organize and keep track of all service plans, and preferred vendors. Because of this, there was little to no oversight from the head office as each property manager would have their own sheet with their buildings preferred vendors.

Reviewing competing quotes was a time consuming task that required reviewing emails, faxes and phone calls with vendors. As a result, the procurement process was scattered and inconsistent across properties.



The Solution

Using VendorPM, City Sites Management Inc. was able to easily centralize all property, vendor, and service data in one place. This allowed them to gather valuable insights into their property maintenance, vendor compliance and procurement processes, all while gaining access to VendorPMs marketplace of 30,000+ peer-reviewed vendors.



Head Office Oversight

Previously there was no easy way to oversee what vendors property managers were contacting to receive bids on contracts that were up for renewal.

Now City Sites Management's head office has a convenient dashboard that allows them complete oversight. They can view all interactions between their property managers and vendors. With the ability to monitor the manager's procurement practices, they have access to all quote requests that have been created, they can view what vendors were chosen as well as what vendors responded. They can also view each of these bids to ensure there is no bias in awarding contracts.

There is also the ability to rank vendors and set thresholds, while not on platform it does provide the information to restrict procurement based on objective data, such as reviews and ratings from other property managers.

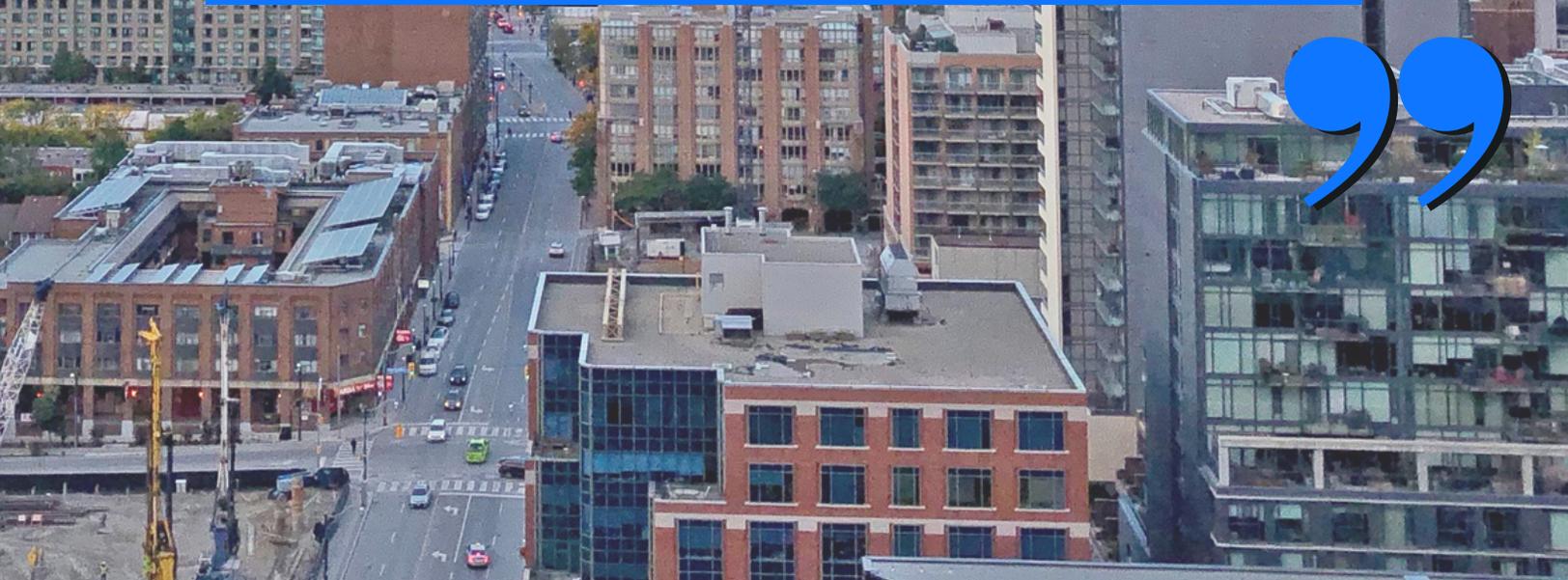
Thanks to the overarching dashboard available to head office at City Sites, they no longer need to have dedicated senior staff to oversee all steps of the procurement process and the property managers performance, as this can all easily be derived from the dashboard!



VendorPM is easy to use, intuitive and once set up, acts as a personal assistant prompting and reminding property managers of upcoming tasks that will need to be scheduled. The big feature for me is the analytics at the head office level. This provides great insight into operations management, what is happening across all properties or you can hone in on one in particular. It took less than 6 months to be up and fully running and to see a positive return on our investment!

Nicholas Chirametli

President of City Sites Management Inc.

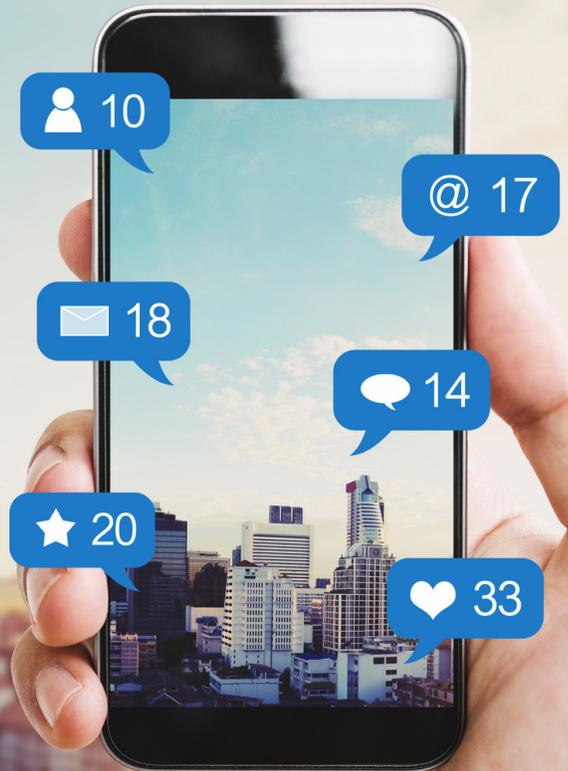


Multiple Quotes, One Easy Place

With bids on contracts coming in through all avenues, it was exceedingly difficult to compare each quote to see which one was the clear choice. With VendorPM all vendors respond in the same format, on the same platform, and can easily be compared on different aspects of their bid. Could be on ratings, reviews, photos of previous work, certain stances they might take (environmental or social responsibility), and of course cost.

There is no limit to the number of vendors that you can include in your quote requests, or bids that you can review. This has enabled City Sites to receive upwards of 5 quotes on their sent quote requests!

5+ Quotes
On Each RFQ





Access to New Rated Vendors & Cost Savings

With the adoption of VendorPM, City Sites Management gained access to an expansive marketplace of vetted and rated vendors! Along with their preferred vendors, they now have access to a network of over 30,000 vendors on VendorPM. To which they can request quotes, send messages, provide ratings and reviews, as well as review their compliance statuses.

Gaining access to this many qualified vendors on a vast marketplace ensures that only the most competitive quotes are being submitted, which results in cost savings. This is especially the case when you are receiving 5+ quotes on your sent quote requests.

About VendorPM

VendorPM improves the way property management companies work with service vendors. They do this by improving day-to-day efficiency for site staff while enhancing visibility & control for head office across 4 core functions: vendor management, sourcing, procurement & compliance. In less than 2 years, VendorPM supports over 5,000 buildings & 30,000 vendors and is rapidly expanding into new markets across Canada & the USA.



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