



— WESTOVER  COMPANIES —

**Comfort. Value. Living.**

**Location**

King of Prussia, PA

**Units managed**

10,989

**Portfolio**

Owned & Fee Managed

**Product**

Entrata PM Software

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**Gunti Weissenberger**  
Westover Companies

**Introduction**

Westover Companies has operated for over 40 years with 52 properties in the metro Philadelphia region, Delaware, New Jersey, and Maryland. After experiencing years of frustration, uncommunicative software providers, and being stuck with the same old processes, Westover began looking for a more streamlined, flexible property management experience. The goal to provide quality and affordable housing to residents has driven Westover to become an industry leader in nearly every aspect of property management technology and day-to-day operations.

**The Challenge**

**Slow, Frustrating Technology**

Multifamily professionals deal with an array of operations, many of which involve back-end work that residents never see. In a fast paced, ever-changing environment, Westover was constantly seeking to keep pace with technological advances by updating their software, only to repeatedly encounter additional fees for changes that rarely provided the growth opportunity the company sought.

“We want our property managers to concentrate on the residents, and manage the property, not fight with the software,” said Guntram (Gunti) Weissenberger, President of Westover Companies.

A number of problems came to light after an employee stole money from a property as a direct result of inadequate security settings in the property management software. When Westover requested a fix to the problem, waited nearly a year for resolution, and found themselves having to threaten litigation, the company decided to pivot the property management operations at Westover.

“ Previous software seemed to be many disjointed products; with Entrata you can tell that it’s a single platform. We have been working with Entrata for two years; all of our products have moved over to Entrata. Entrata is not the old way of doing things. It’s cost effective and it will change the industry. ”

**Gunti Weissenberger**  
Westover Companies

“The software provider didn’t want to understand the issue. They were uncommunicative and it was a slow and frustrating process to run my business,” said Weissenberger.

## The Solution

### Progressive, Flexible Property Management Software

Westover decided to implement Entrata for flexibility in adjusting operations on an as-needed basis. The deciding factor: access to cutting edge technology that would enable their company to grow. The Entrata Platform was the best match for the kind of progressive software Westover needed. And the ability to scale the technology with company growth in accounting, management, and operations would be necessary to pave the way for Westover’s success and future growth.

“We are constantly growing and we need a property management software like Entrata that can not only keep up with our growth, but grow with us. Working with Entrata, it seems like we are working with a progressive company, unlike the past software company who was only concerned with what was in it for them,” said Weissenberger.

Entrata provided a dedicated team to work out problems and find ways to build efficiencies at every level of Westover’s organization. When issues arise, the Entrata team is quick to respond and make the technology adapt to Westover’s needs.

## The Results

### Resident-Focused Operations and Worry-Free Accounting

With the adoption of Entrata, the days of inflexible software are long gone. No more big fees. No more “What’s in it for us?” Westover’s technology is now streamlined for seamless processes. Quality of service and meeting resident needs have taken their rightful place at the forefront of leasing agents’ and property managers’ minds. And when residents don’t need to worry about problems with the system, they feel well taken care of and know that their rent dollars are providing a quality rental experience.

In addition to resident satisfaction and improved service after adopting Entrata, Westover saw resident participation in online rent payments jump to 50 percent. That means what was traditionally the busiest week of the month is no longer characterized by hectic, long days filled with frustration. With residents paying rent online through Entrata, collection and reconciliation processes seamlessly flow together. Cumbersome steps are eliminated and information is updated instantly, helping to make rent week a worry-free experience.

Westover feels like Entrata is their partner in a team effort. And with the kind of productive relationship they always wanted with their property management software, Westover is well on their way to greater productivity and game-changing operations.

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## Online Rent Payments

