



# Accordant

Creating harmony between people, business & technology



## Client Profile

# Turnpike Properties Streamlines Operations With Accordant

## A Sage Timberline Office Success Story

### Client Information:

Turnpike Properties, LLC

Headquarters:

Fairfield, Connecticut

Industry:

Property Management

Web Site:

[www.turnpikepropertiesct.com](http://www.turnpikepropertiesct.com)

com

Sage Software:

Sage Timberline Office

Property Management

Job Cost

MyAssistant

Document Management

Turnpike Properties, LLC successfully manages 18 shopping centers throughout Fairfield and Deep River, Connecticut. Its customers, the property owners and their tenants, appreciate the company's professional management team and its prompt, attentive service. This busy team relies on Sage Timberline Office expertly supported by Accordant.

### Vacancy In The System

Not long ago, Turnpike Properties used QuickBooks for its accounting operations and used a series of spreadsheets to track its properties, tenants, and rents. The company's team found it difficult to manage operations without the proper tools. "We had spreadsheets for each property, spreadsheets to track vacancies, others to track rental agreements, and still others to help predict cash flow," explains Jackie Campbell, property manager for the company. "Of course none of these integrated with our accounting software. We had to maintain customer and billing data separately."

### Shop For A Solution

The company's president saw a presentation of Sage Timberline Office and its Property Management component at an industry trade show and was impressed. He contacted Accordant, a local Sage business partner, upon his return.



"When Accordant met with us and showed us how Sage Timberline Office could improve the way we operated, we wondered why we had waited so long," recalls Campbell.

The consultants at Accordant migrated much of the customer and vendor data from QuickBooks into Sage Timberline Office, saving tedious data entry.

### Integrated Property Management

Campbell and Sasha Hemingway, bookkeeper Turnpike Properties, entered each property and lease and all associated details into the Property Management software. The benefits of the integrated system immediately were apparent. "Property Management makes it so much easier to see exactly what is owing,

*"We have insight into our business that we never had before."*

## About Accordant

Accordant provides leading-edge business solutions to construction, service and real estate businesses in the Northeast. Accordant specializes in the implementation, consulting, and training of Sage Timberline Office and Sage Master Builder Solutions. From strategic planning through implementation and deployment, Accordant applies real-world experience, best practices and a client-centric focus to deliver technologically-advanced software solutions that dramatically improve business performance. With over 3,300 clients, Accordant is uniquely qualified to provide your company software and services in the areas of Accounting, Document Management, Estimating, Project Management, Property Management, and Service Management. Accordant will help you maximize efficiency within your company and make it easier for you to do business with your customers, vendors, employees, and partners.



what our vacancies are, when rent escalations are due, and to generate rent invoices," says Hemingway.

### Time-Saving Efficiencies

Each property is tracked as a separate entity within Sage Timberline Office, facilitating the necessary separation of payable and receivables. However, the software provides the capability for Turnpike Properties to obtain consolidated reports that offer a global picture of its operations across all of its properties. "I can quickly find out how much we spent last year in snow plowing fees by individual property or company wide," explains Campbell. "Before I would have had to open up each of the 18 companies, get the number and enter it in a spreadsheet to get the company wide totals."

Through the efficiencies gained with Sage Timberline Office, the time spent on accounting is down by ten percent, or the equivalent of eight hours. "We are able to accomplish more in less time because all of our data is housed in a single system and is easily accessible through reports and inquiries," notes Hemingway.

### Integrated Operations

While property management is Turnpike Properties' core business, the company also operates a construction management business and uses the Sage Timberline Office Job Cost component to keep this operation running smoothly.

Accordant introduced Turnpike Properties to two more components of Sage

Timberline Office: MyAssistant and Document Management. MyAssistant will send automated reminders based on business rules the company sets. "For example, MyAssistant will automatically send our tenants an e-mail reminder in advance of their insurance expiration date, and keep us informed too," Campbell says.

To streamline its paper-intensive business, Turnpike Properties will use Document Management to scan and attach documents to records in the system.

### Operation Dashboard

Accordant also configured the Sage Timberline Desktop for Turnpike Properties. From the Desktop, staff can open Timberline Office applications, third party applications, Web pages, and other files. "I can go straight to the bank balance, see a pie chart of vacancies, view of list of leases, and print and aged receivable report," says Campbell. "Everything I need to do my job is right here."

### Visibility And Insight

Sage Timberline Office serves as the backbone of operations at Turnpike Properties. It is an integrated, end-to-end application that handles accounting, property management, job costing, payroll, and more. "We have insight into our business that we never had before," concludes Campbell. "Accordant is a thorough and responsive partner. They have given us tools that allow us to operate better and more efficiently."



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