

Sustaining efficiency while scaling your business.

Company Overview

PMI Made Simple

PMI Made Simple primarily focuses on managing residential and commercial properties in the Provo, UT area.

PMI Made Simple strives to provide the highest quality property management services using state-of-the-art technology to keep investors informed of their properties and residents access to maintenance requests.

PMI Made Simple recently joined the Property Management Inc (PMI) franchise — quickly growing from leasing and managing 18 doors to nearly 120 doors in 3 years.

With steady growth, scaling over 100 units, came

Accounting System: Propertyware
Number of Properties: 120
Customer Since: 2019

new challenges with their existing accounting system.

As their portfolio grew, PMI Made Simple conducted research to find the perfect maintenance solution to meet their demands for their scaling company.

“Just to assign and schedule a work order took an hour or more. It was pretty challenging. We knew this would not be good enough for us as we grew.”

- Rodrigo Palacio
Assistant Property Manager, PMI Made Simple

The Problem

Before Property Meld, Rodrigo Palacio, Assistance Property Manager at PMI Made Simple, was consumed by manually coordinating maintenance for every individual work order.

Leaving notes and scheduling work orders individually was not sustainable with a growing company.

Although their accounting system had a built-in

maintenance system, it lacked specific capabilities like assigning work orders and allowing vendors to communicate with residents directly.

Without having a function to document details within the work order, manually documentation was required. Causing time-consuming tasks to consume the maintenance process.

The Results



+ 67%

Increase in Door Size

Since implementation in 2019, PMI Made Simple expanded door count size from 18 to 120 doors.

By intelligently improving oversight and efficiency, repair speed has increased without phone calls, requesting invoices, or taking notes. As a result, PMI Made Simple focuses more time on owner acquisition and portfolio growth.

In addition, the software is user-friendly for their staff, residents, and vendors. After implementing Property Meld, the ease of learning the new software has helped create a positive maintenance experience. "It is integrated with our previous system and really easy to learn," said Palacio.



+ 46%

Average Speed of Repair

Response time is down and speed of repair has increased since implementation.

During their weekly management meetings, Palacio and the team can review their maintenance KPIs, dashboard metrics, and areas of improvement.

One of the KPIs they are striving to improve is their speed of repair. They understand that quick repairs are a leading performance indicator of resident and owner satisfaction.

Since implementing Property Meld, their overall speed of repair has increased, and so has their resident happiness.

"We are trying to meet our expectations in regards to speed of repair deadlines, and that has been the biggest improvement we have seen."

- Rodrigo Palacio