

6 steps to not eff-up

A PROPERTY-WIDE SOFTWARE IMPLEMENTATION

1

Assign a Project Manager

Must haves:

- A stellar communicator, available to field questions and provide guidance.
- Given the authority to push properties to get their shiz done.
- Fully committed to seeing the project through on time.

2

Have a Kickoff Call

Gather all the bigwigs: Management company reps who signed the deal, the project manager from step #1, the supplier sales rep and project manager. Ask for a list of considerations before the meeting so you can streamline decision-making. Review timelines, processes, integration needs, and set clear expectations and deadlines during this call.

3

Train Leaders and Regionals

Smooth implementations hinge on everyone grasping the new software and their roles. Ensure key management company personnel and regional managers undergo comprehensive training. Equipping them with resources like videos or documentation empowers them to assist property staff and keep things moving.

4

PM Weekly Check-ins

Schedule weekly status meetings between the project managers to discuss progress, identify roadblocks, and encourage open communication.

5

Overcommunicate

Request email templates or other tools to streamline communication with properties. Ensure all communications clearly outline processes, expectations, and deadlines. Follow up promptly, expressing gratitude for completed tasks and providing support to those lagging behind.

6

Training and Resources

Guarantee that site staff receive thorough training on the new software. Ideally, the software vendor offers training sessions for all properties. Provide accessible resources such as tutorial videos, PDF guides, and contact information for assistance.