



 **600+**

PROJECTS DELIVERED  
IN THE LAST 5 YEARS

 **15**

AVERAGE YEARS OF REAL ESTATE  
TECHNOLOGY EXPERIENCE PER CONSULTANT

 **95%**

HELP DESK CUSTOMER  
SATISFACTION RATE

## ABOUT REDIRECT

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Founded in 1999, REdirect is a leading provider of real estate technology solutions with offices in New York and San Francisco. REdirect partners with real estate technology software vendors to provide solutions designed to complement these systems and help clients maximize their technology investment. REdirect's expertise includes end-to-end technology focused consulting services like business process engineering, system implementation, data integration/conversion, customization/programming, training, and support. REdirect clients include commercial and multi-family real estate owners/operators, asset/investment managers, property managers, banks/lenders, investors, and developers.

# SERVICES

## Business Consulting

Have you implemented Yardi or MRI, but aren't taking full advantage of its features? Still working offline in Excel spreadsheets? In as little as a week, REDirect's Business Process Review/Gap Analysis can provide your organization with a clear picture of technology-enabled process improvements along with their costs and benefits. We specialize in helping you select the right system for your company, and maximize your technology investments.

PROCESS REVIEW / GAP ANALYSIS

REAL ESTATE SYSTEM SELECTION

CIO SERVICES

PROJECT MANAGEMENT

## Implementation

Leverage our experience with hundreds of implementations and integrations to avoid costly pitfalls and to maximize your ROI. Our goal is to work with you, as your partner and advocate, to implement a scalable, integrated system that meets your needs today and well into the future. We recognize that no product can serve every business out of the box, which is why we specialize in customizing systems to streamline your workflow and to best serve your business needs and budget.

Additionally, we take pride in performing quick, efficient, and custom data conversions from leading real estate and accounting systems—even from obscure, legacy, and homegrown systems like electronic PDF reports!

SOFTWARE IMPLEMENTATION

DATA CONVERSION

SYSTEM INTEGRATION

SYSTEM CUSTOMIZATION

SHAREPOINT DEVELOPMENT

## Support

Our help desk currently services thousands of end users with a 95 percent satisfaction rating. Many of our clients continue their relationship with REDirect post-implementation through ongoing application support, training, and managed IT services. We work with you to provide a flexible support and/or training model tailored to your needs—from occasional on-demand assistance & training to a fully outsourced help desk. We're able to resolve your support issues in a timelier manner than your software vendor due our deep expertise in RE software applications.

OPERATIONAL SUPPORT

TRAINING

MANAGED IT SERVICES



NEW YORK, NY • SAN FRANCISCO, CA

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"The consultants were really able to sit down with me and explain everything that was going on, and were so patient.

I'm sure that I was someone who just had no idea what was going on. They were very very patient and I felt very confident that they were explaining everything to me in a way that I would be able to understand and help in the end. Having the consistency and the knowledge base of REDirect knowing that they have the background working their clients have been through this time and time again I think that its essential. Its their job, its what they do and its what they are good at. It's nice to have someone that's there that you can rely on."

**Courtney Schumacher**

Assistant Controller, Walton Street Capital