Knock's effortless onboarding set The REMM Group up for immediate success.

About The REMM Group

- HQ: Tustin, CA
- Portfolio: 5,000+ units
- Rolled out Knock in July 2021

Challenge: Find software that addressed pain points and could roll out as easily as possible.
Onsite teams are the core of the multifamily industry. And if they don't understand the tech they're using, they're less likely to use it.

So when The REMM Group began looking for software to improve lead attribution and performance management, easy onboarding and training were at the top of their list.

"One of the reasons we selected Knock is because they focus on the onsite team's experience," said Windell Mollenido, director of marketing. "No matter how great your reporting is, if onsite teams don't use it, it doesn't matter."

Approach: Set teams up for success as quickly as possible with Knock®.
As part of the onboarding process, companies are assigned a dedicated onboarding and customer success manager. "Our Knock support team gave us exactly what we needed to know," said Mollenido.

Once training began, they were again surprised and delighted by how easy the process was.

"There's very little training that we actually had to do," said Henry Wong, then training manager at The REMM Group. "It's 20 minutes at most. With other software it's more like, 'You think you press here but you don't,' things like that. There's none of that in Knock."

Once training was complete, The REMM Group's onsite teams continued to work with Knock Support through a live chat feature. Built into the Knock dashboard, the live chat enables teams to ask questions and get help without leaving their work screen.

Results: Time + money savings, happier teams.
In addition to exceeding The REMM Group's lead attribution and performance management ("Knock has saved me about two hours a day in terms of tracking," said Wong, and it enabled Mollenido to decrease marketing spend), Knock saved the company even more time and resources thanks to its easy onboarding and customer support, including the live chat feature.

"We cannot give Knock enough props for the live support that they have for our team members," said Wong. "It's cut down on so many support tickets for us, and the onsite teams trust that they'll be able to get the support they need at the time they need it."

Read the full story on our blog.

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- Henry Wong,
Former Training Manager, The REMM Group

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Knock's intelligent front office platform improves NOI. To see how, visit our website or request a demo.