

Mobile-First Maintenance, Measurable Results

How two multifamily operators upgraded to one connected system to get back hours, adoption, and visibility.

GatesHudson

Multifamily · Washington DC, Virginia, West Virginia, Maryland

COMPANY SNAPSHOT

23,400+ units · 4 markets · 500 employees · Founded 1978

SUMMARY

For 44+ years, GatesHudson has run hundreds of 100–750 unit properties across the DC metro area without ever losing an owner relationship. When the maintenance tools built into their PMS couldn't keep up, they replaced them with NetVendor and saw a 5X jump in efficiency almost immediately.

THE CHALLENGE

Their stock PMS maintenance tools needed a constant connection in order to complete an inspection without losing signal or losing the work. Reports were clunky, hard to read, and unreliable. The tools meant to save time were quietly dragging efficiency down across every property.

THE SOLUTION

- Mobile work order & inspection app that works fully offline. Nothing is ever lost.
- Real-time reporting with visibility down to individual team performance
- Custom tools built by NetVendor to solve GatesHudson-specific needs
- Responsive, hands-on support from a partner sized right for their scale

THE RESULTS & ROI

5X

Metrics Improvement

Better

Reporting & Insights

#1 app

Mobile Maintenance App

80+%

Team adoption

“ NetVendor's been like a night and day compared to how we were managing maintenance operations.

And we feel like they 'get' us a partner, not just a command/reply vendor.

**GatesHudson**

— Jonathan Shymonik, Sr. Director of Maintenance Operations

Princeton Management

Multifamily & Commercial · 12 states

COMPANY SNAPSHOT

150+ properties · 12 states · 200+ employees · Founded 1994

SUMMARY

Princeton Management oversees 150+ multifamily and commercial properties across 12 states. Maintenance ran on whiteboards, paper inspections, and scattered communication tools until NetVendor connected everything, including a native integration with MRI, into one mobile system.

THE CHALLENGE

With hundreds of vendors and 150+ properties running on whiteboards, pen-and-paper inspections, and disconnected communication tools, Princeton needed one system of record that could tie directly into their PMS, MRI Software without a heavy lift.

THE SOLUTION

 **INTEGRATION: MRI Software**

NetVendor gave them a centralized, mobile-first suite that streamlined work orders, digitized inspections, and gave every technician and manager a single place to work from.

- Native MRI integration supports zero manual data entry
- Mobile-first work order tracking, accessible, and exportable anywhere
- Paper-free inspections with photo capture and automatic follow-up work orders
- Built-in resident and staff messaging in one interface

THE RESULTS & ROI

20–30 hrs

Time savings per week

Full

Digital Maintenance

Direct

Integration with MRI Software

100%

Technician adoption

“ The big advantage of switching to NetVendor was the built-in messaging.

You can notify residents, get feedback, and manage everything from one interface.

**PRINCETON
MANAGEMENT**

— Boti Nemeth, VP of Technology