



June 2017

DIALMYCALLS

Issue 01



# CASE STUDY

*How can you use DialMyCalls?*



# WILDER BALTER PARTNERS DIALMYCALLS CASE STUDY

**STARTED USING DIALMYCALLS: APRIL 2014**

**FREQUENCY OF USE: WEEKLY**

**TYPE OF SERVICE: VOICE BROADCASTING SERVICE**

## CHOICE OF PROVIDER

*Wilder Balter* thought DialMyCalls looked like a great service and thought it would help them out. Tried it with a couple properties as a test and then rolled out to everyone. *Wilder Balter* liked the features that DialMyCalls offered.

They love sending out a phone blast, hitting everybody without having to go door to door.

## CLIENT NEEDS

**Calls for various messages regarding their properties and the residents living there.** *Wilder Balter* had each property manager typing up messages and hand delivering them to residents which consumed a lot of time and resources. The search for an easier solution to notify all residents brought them to DialMyCalls' mass notification system. *Wilder Balter* now sends out automated alerts to residents which saves each property manager around 5-6 hours per week.

## FEATURES UTILIZED

*Wilder Balter* likes the variety of ways to **communicate with calls and emails instantly**. In bad weather - messages advising to not go out, meetings at clubhouse, reminders about events, notifying about power outages, contractors coming to a specific building, water shutoffs, parking for snow removal, emergencies advising them of anything they should be aware of, reminders about social activities like a BBQ, yoga classes etc.

## CLIENT FEEDBACK

"Looked at a few different services and cost was comparable but felt the DialMyCalls site was the most user friendly for sure and it was much easier to get a hold of someone on the phone with questions. On a scale of 1-10 I'd give it a 10. Most of the residents love getting that up to the minute, quick notice."

**"ON A SCALE OF 1-10 I'D GIVE IT A 10."**



# WILDER BALTER PARTNERS

## **ABOUT WILDER BALTER PARTNERS INC.**

Wilder Balter Partners, Inc. is a leading residential real estate development firm located in Westchester County, New York. Over the last 30 years, WBP and its affiliates have helped to shape the residential landscape of the Hudson Valley.

We are fortunate to live and work in the Hudson Valley and every day we strive to make that opportunity available to others. From those looking for affordable living alternatives to those looking for luxurious condominiums to those looking for an active adult community for the next chapter of their lives, WBP works to create well planned communities with high performance homes that provide a great lifestyle for our new neighbors.

Working with municipal leaders and other stakeholders, WBP approaches real estate development from a collaborative perspective. This has consistently allowed us to develop our communities in perhaps the most challenging area of the Northeastern United States.

*\*All pictures used courtesy of Wilder Balter Partners Inc.*