



# Interplay Provides Full IT Service Right at Home for Thrive Communities Property Management

## client

Thrive Communities

## challenge

Thrive Communities spent too much time managing IT tasks with their previous, non-local MSP. This was inefficient for staff and clients.

## solution

Seattle-based Interplay gets hands-on with IT at Thrive properties, with full, local IT support that helps make Thrive the better choice as an employer and property manager.

Thrive Communities is a third-party property management company handling multifamily property portfolios around and beyond Puget Sound. Thrive treats each property as if it were their own investment, focusing on adding value and creating long-term, stable, scalable communities for property owners.

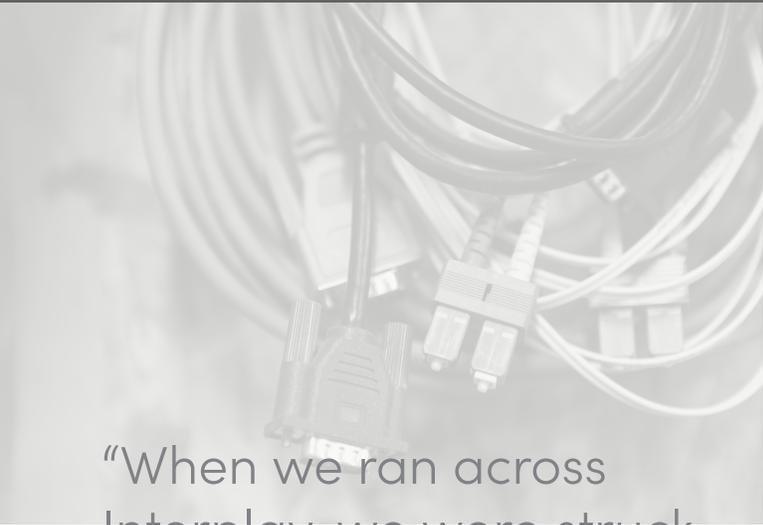
Thrive's property transitions typically include 1-2 months of detailed advance planning, but the final push can be stressful: "It's like setting up a multimillion-dollar business in a day, so the previous managers can hand over the keys and be done," explained Paul Edgeman, Vice President of Marketing and Technology at Thrive Communities. IT hiccups are common due to the unique setup at each property.

### Local IT Service from Interplay Helps Thrive Home in on Business Growth Tasks

With their previous, non-local IT services provider, Thrive acted as the in-person link between remote IT providers and local property owners, staff, and residents. This took too much time. "We're not IT experts, and we don't want to be," explained Edgeman. "To support our rapidly growing business, we needed to focus 100% on our property management tasks." Thrive started interviewing local IT providers.

"When we ran across Interplay, we were struck by how authentic and knowledgeable they were, compared to everyone else local that we had spoken with," said Edgeman. "Working with Interplay has contributed positively to our business in all areas: we have more reliable computers, an increased level of support, better overall security, and help auditing loose ends."

With Interplay, Thrive also has much-needed on-site support resulting in smoother property transition procedures. "Overall, the support process is much better because we have a human right there on the property for triage, quoting for updates and upgrades, and who can get everything done for us seamlessly," said Edgeman.



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- Paul Edgeman, Vice President of Marketing and Technology

### Improved IT Helps Employees and Clients Settle in Comfortably

An especially useful IT service lies in Interplay’s custom IT setup that quickly onboards all employees in all proprietary systems. This helps Thrive retain talented individuals and delights clients because it helps ensure that Thrive’s employees can provide prompt, confident customer service to residents and owners, starting on Day 1.

“It matters to our employees that they have access to all their technology on Day 1 of their jobs,” Edgeman said. “A recent hire told me that he ‘felt so loved’ because he started his first day of work with a computer that actually worked, plus the welcome email that Interplay sends each new hire as part of the onboarding process.”

### Interplay’s Tailored Services Also Expand Thrive’s Desk “Real Estate”

As Edgeman explained, another benefit for Thrive is that “Interplay takes the time to truly understand our pain points and then thinks of real solutions that can help us solve those issues.”

As an example, Interplay determined that they could save Edgeman significant time by taking over computer procurement and setup for him.

“In the past, I had to order new computers and have them shipped to me, then have them remotely set up by our non-local MSP in my office before I was able to ship them out again. This impacted my desk space and took up a lot of time,” Edgeman said. “Now Interplay purchases the computers, sets them up, and ships them to the properties – and my desk space is my own again.”