



Client Success

Far West Management Corporation

FAR WEST MANAGEMENT CORPORATION

Portfolio

1,550 multifamily units

Client Since

2024

The Benefits

Yardi's connected platform enhanced Far West's operations, giving them real-time data, streamlining work orders and improving resident satisfaction.

About Far West Management Corporation

www.farwestapartments.com

Learn More

Yardi.com

Contact Yardi

Sales@Yardi.com



“ The single-stack architecture was primary to us. We didn't want to kludge together different solutions. We wanted everything connected. ”

Robert Hayden, Vice President of Business Strategy

The Company

Renowned for their innovative approach to land planning and design since 1967, Far West has collaborated with top landscape architects and interior designers to craft distinctive properties that prioritize quality and resident satisfaction. With a portfolio spanning over 1,500 units across Southern California, their commitment to quality and service has made them a leader in the multifamily industry.

The Challenge

Outdated software

Far West Management relied heavily on spreadsheets and an outdated system to manage their properties, which siloed their data and impacted its visibility. They also wanted to offer modern renter conveniences like online payments, maintenance requests and a resident portal, but their previous system lacked these features.

The Solution

Yardi Multifamily Suite

The California-based company turned to Yardi for its single-stack platform, robust accounting and company principles. After a speedy implementation under the guidance of consulting firm 33Floors, they were able to deliver on modern customer expectations like digital payments and online work orders — enhancing both the staff and renter experience.

The Story

Why Far West chose Yardi to modernize operations

When Robert Hayden joined Far West Management as vice president of business strategy, he immediately recognized the need for a tech upgrade. After a thorough evaluation of property management software, Far West selected Yardi for three main reasons: its single-stack architecture, strong accounting foundation and solid alignment with Far West's core values of service and trust.

According to Hayden, “The single-stack architecture was primary to us. We didn't want to kludge together different solutions. We wanted everything connected.”

A trusted implementation partner

Far West chose 33Floors as their implementation partner due to their client-first approach



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and deep expertise with Yardi solutions. "33Floors stood out because they focused on our specific needs rather than pushing an out-of-the-box solution," said Robert Hayden.

The team at 33Floors worked closely with Far West to customize Yardi's platform to align with the company's unique operational goals, launching a smooth implementation process.

A unified user experience

Working with 33Floors as an implementation partner, Far West began integrating the Yardi suite across its portfolio, replacing many outdated systems like physical check payments and handwritten maintenance requests.

Over the short span of six months, Yardi's single-stack platform ensured Far West real-time visibility across operations, leasing and accounting.

Robust accounting at the core

Yardi's accounting capabilities provided Far West with a reliable foundation to manage financial data accurately, setting it apart from competitors whose accounting solutions felt secondary. "Our true primary business is accounting for the money we manage," Hayden explained. "Having a system that is very strong in accounting was critical."

Shared principles and vision

Beyond the technical benefits, Hayden felt that Yardi's values and long-term vision aligned with Far West's focus on service and excellence. "The principles, the vision, the founding ethos of Yardi resonate with ours," he said.

Instant results that catalyze long-term success

Within weeks of implementing Yardi solutions across their properties, Far West experienced strong adoption rates among residents, highlighting the demand for easy online payments and maintenance requests.

AI-powered solutions like Chat IQ enhanced resident interactions and allowed staff to gain valuable insights into resident needs and preferences. Maintenance IQ modernized the work order process, and staff had more time to focus on higher-level priorities, like providing quality customer service.

By combining modern conveniences like digital payments and instant service requests with the unique charm of historic properties, Far West set a new standard for resident experiences. Looking ahead, Far West plans to continue leveraging Yardi technology to elevate the customer experience even further.

Far West Management Corporation has also implemented [Yardi Voyager Residential](#), [RentCafe CRM IQ](#), [RentCafe Chat IQ](#), [Yardi Forecast IQ](#), [Yardi Procure to Pay Suite](#),



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