SERVICE & SUCCESS
WITH THE APPFOLIO TEAM

Our team is dedicated to your success from implementation and beyond!

IMPLEMENTATION

We give you the tools to make sure your implementation process goes as smoothly as possible.

A DEDICATED TEAM

IMPLEMENTATION MANAGER

There to guide you through the implementation process

IMPLEMENTATION SPECIALISTS

There to support you throughout the implementation process

COMMUNICATION TOOLS

- THE KICK-OFF CALL
- CUSTOMER SUCCESS CHECKLIST
- ONGOING PLANNING

THREE KEYS TO SUCCESS

AppFolio ensures you have all the tools you need to succeed.

1 COMMITMENT

2 ACCURATE DATA MIGRATION

- ✓ CHART OF ACCOUNTS
- ✓ ACCURATE CORE DATA
- ✓ ACCURATE FINANCIAL DATA

We do a health check on migrated data, providing valuable insight into data accuracy and the items that need correction.
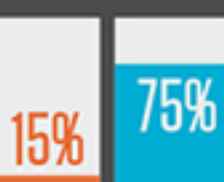
3 TRAINING INCLUDED

- ✓ WEBINARS
- ✓ FEATURE-BASED TRAINING
- ✓ RECORDED FUNCTIONAL TRAINING
- ✓ LIVE ROLE-BASED PRODUCT TRAININGS

HANDS-ON PRACTICE

Studies show that knowledge retention skyrockets from about 15% to 70%+ when hands-on practice follows training.

15%   75%

ADDITIONAL HELP & SUCCESS CENTER RESOURCES are available at

HELP.APPFOLIO.COM

CUSTOMER SUCCESS

What if you have a question? We're here to help!

DEDICATED SUPPORT

PROACTIVE EMAILS AND CALLS THROUGHOUT THE MONTH

UNLIMITED ACCESS TO RESOURCES

- ONLINE HELP RESOURCES
- USER FORUMS
- VARIOUS HELP CHANNELS

COMMITTED TO YOUR SUCCESS

FEATURE ADOPTION

ENSURING CUSTOMER SATISFACTION

Rated **9.6 OUT OF 10** for service satisfaction

ADDED SUCCESS FACTORS

In addition to implementation and customer success, there are many other ways that AppFolio ensures success.

RELIABLE

Annual uptime status is 99.9%

FAST PRODUCT DEVELOPMENT

EVERYTHING INCLUDED

USER FORUMS

ONGOING EDUCATION

BUSINESS SUCCESS REPORT

REGULAR MEET-UPS

CUSTOMER CONFERENCE

For more information, please visit www.AppFolio.com

appfolio Property Manager