



# Empowering client care with connectivity

- **Business needs** - Technology to support property managers in the office and in the field.
- **Networking solution** - AT&T-powered cellphones and laptop computers increase the efficiency of Team Management's property managers. The solutions also support swift responses to client concerns.
- **Business value** - The agility, power, and convenience staff need to deliver value to Team Management clients.
- **Industry focus** - Property management
- **Size** - Managing 90 homeowner association communities and additional rental properties

## About Team Management LLC

Team Management is a multi-function property management firm. It oversees properties in the competitive Metro Atlanta market. The main scope of its work is homeowner association management, but the company can transact any type of business in the real estate realm.

## The situation

Effective property management requires frequent visits to client sites. Team Management wanted to increase its managers' ability to respond to client questions by delivering ready access to information, no matter where the managers are working.

## Solution

AT&T Business helped Team Management streamline its communication processes. It also enhanced service to its clients by equipping the company's property managers with reliable AT&T cell phones. AT&T Business now supplies connectivity to laptop computers that make it easier and more efficient for property managers to access and record information, whether they're working in their offices, on the road, or at clients' locations.

## Taking care of clients

After years of experience with other management companies, Bill Wetter was well acquainted with the challenges of the homeowner association (HOA) market. He started Team Management, LLC to provide better, more responsive services to HOAs and rental property owners.

Over the past two decades, Team Management has grown to include a staff of 20 professionals managing 90 homeowner association communities and additional rental properties in Atlanta and surrounding communities. “I had no desire to be a big company,” Wetter said. “I honestly didn’t see myself having 20 employees. But things happen. We found the right people who share our philosophy of taking care of clients, and things have worked out.”

Wetter says he believes in doing things the old-fashioned way: putting the customer first. Before starting Team Management, he worked as a manager for a company that put profits ahead of people. “I wanted to be able to give clients the right service at a good price,” he said. “It’s not about the money. It’s about retaining clients instead of chasing new ones.”

## Investing in people

Wetter treats his staff well. While managers at many other companies are responsible for 20 to 25 properties, Team Management staff manage only 10. They receive paid healthcare and generous vacation and sick day benefits.

Wetter also pays for an auto club membership for all staff. “I don’t want them to worry about getting a flat tire or a dead battery when they’re coming home

from an evening meeting,” he said. “I want them to be able to concentrate on work.”

His staff also enjoy Atlanta Braves game tickets that Wetter purchases for the company. “I may go to four games a year; the rest of the tickets go to employees,” he said. “I bring them to concerts and other events to show them I care about them individually.” Another favorite staff perk is the ability to bring their dogs to work.

## Technology to support managers and clients

Wetter further earns the respect and admiration of his staff by sharing the workload. Unlike most CEOs, Wetter continues to oversee a portfolio of properties. “I will always manage communities,” he said. “That way, I can relate to my managers. I can see what they’re dealing with from homeowners’ expectations.”

It also helps him understand the changing needs of his staff. “When I started the company, cellphones weren’t a big thing yet,” he said. “We were using beepers. Technology has obviously changed a lot.”

These days staff depend heavily on technology to serve their clients. Wetter equips all his managers with company laptops and cellphones. “You can do anything and everything on a cell phone,” he said. “Everything from checking your emails to managing spreadsheets. We’ve even got our own Team Management app that lets homeowners log into a portal to see their account status, check balances, and make payments.”

The technology is critical since much of the managers’ work takes place out of the office. “If they’re at a board meeting, they sometimes need to log onto our server to

get information,” Wetter said. “The last thing a manager wants to do is tell the client he can get them an answer tomorrow.” Team Management needed reliable connectivity to enable its managers to offer immediate and effective support to their clients.

## New ways to conduct business

Wetter chose highly reliable AT&T connectivity to give his staff the tools they need to serve their clients, including the ability to provide information on the fly. “If they can get an answer right away, they’re Johnny-on-the-spot. Clients like that,” he said. “So that’s what the technology provides for us. Speed of service.”

While he had other choices, the CEO said he never considered another connectivity provider. “I was with AT&T long before I started my company,” Wetter said. “It always served me well. I’m a loyalty guy. You take care of me, and I’m going to make sure I take care of you.”

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**Bill Wetter**  
Founder & CEO, Team Management LLC

AT&T Business allows him and his staff to conduct business in ways they would never have imagined 20 years ago. “I will be on my phone and answering emails at midnight or sitting at the dock on my boat and answering emails from my phone,” Wetter said. “And every manager can do that. And when they do, they have no problems.”

Easy access to email helps Wetter more easily manage his workload. “Sometimes it’s better to respond at night and on weekends just to get things off your plate,” he said. “I like to clear it out before we start the workweek on Mondays.”

He acknowledges that he can be a demanding customer. But the account team from AT&T Business has always been responsive to his needs. “I expect service,” he said. “If I don’t get it, I’m going to put you on the spot until I talk to somebody who’s going to give me the right service. I’ve been happy with AT&T Business.”

## Monitoring the company fleet

Team Management also uses AT&T Fleet Complete, a suite of GPS-based asset, fleet, and dash cam tracking solutions. These devices collect and send mission-critical data to better understand and respond to the health of a fleet. These data points can all be viewed under a single pane of glass user interface.

The CEO said he would not have considered the solution on his own but saw the value when his account representative from AT&T Business suggested Team Management could benefit from the solution. He appreciates that it was a simple matter to deploy and use. “AT&T Fleet Complete tracks speed, sudden braking, and all kinds of other things,” Wetter said. While he decided to try AT&T Fleet Complete as a safety measure, the solution has also helped him ensure that employees are where they’re supposed to be.

For instance, the AT&T Fleet Complete solution revealed that an employee who was supposed to be working was taking long breaks sitting in a parking lot. “It’s a little Big Brother for me, but it obviously has worked out for us,” Wetter said.

## Reliability and responsiveness

Wetter and his team depend heavily on connectivity to do their jobs more easily and completely than they could when he started the business. He said he appreciates the services and the ease of doing business with AT&T.

“AT&T Business has served me well. I’ve never been in an area where I can’t get service and managers have never complained to me about it,” he said. “I go hunting down in Southwest Georgia, and I can be in a tree stand and get my emails. And I just spent a month in southern Brazil and always had complete access. Amazing.”

Wetter also likes the responsiveness of his AT&T Business account team. “When my clients ask me for something, I don’t tell them I’ll get back to you or try to take care of it next week,” he said. “I take care of it right away. And that’s how I expect my providers to treat me. AT&T Business has done a great job with that.”



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He is confident that his relationship with AT&T Business will continue far into the future. “I’m going to stick with what I know. I like it. It works. And we get great customer service,” he said. “We’re going to be with AT&T for the long haul. I can say unequivocally I’m happy with AT&T Business.”

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