



Customer Success Profile

Kona Resort Reduces Accounting Time by 75% and Cuts IT Costs Down to \$1 per Property, per Month



Hawaii Resort Management

"I feel Rent One Online is the ultimate software product for a vacation rental company. I am saving tens of thousands of dollars each year in IT costs."

Jim Metcalf
Owner
Hawaii Resort Management



"Rent One Online is so much easier to use than my existing system. It takes me less than a day to close the books at the end of the month, where it took me three to four days before. I am now actually able to go to lunch on the 1st of the month!"

Karen Metcalf
Business Manager
Hawaii Resort Management

Hawaii Resort Management (www.konahawaii.com) is one of Hawaii's oldest and most experienced vacation rental companies. Operating in Kona, Hawaii, the company manages over 250 condominiums and houses on the Big Island. A family run business, the company employees up to fifteen people depending on the time of year and season. On a daily basis the company manages properties for over 180 owners and provides full services for vacation travelers looking to make the most of their stay in Hawaii. From small, affordable studios to large eight bedroom ocean front homes there is no aspect of the vacation rental market that Hawaii Resort Management doesn't handle.

One of the greatest challenges for property managers comes at the end of the month when they have to reconcile their books. With such a large property pool, all with varying offerings, features, and pricing, Hawaii Resort Management spent years looking for a solution that could help them best manage, market, and profit from all their properties in a simple and efficient manner.

Traditional methods such as paper-based accounting systems, specialized accounting software such as QuickBooks®, and even computer-based DOS systems had been tried several times. Each option had its own shortcomings including lack of functionality, customization, integration, and expensive costs.

Searching for ways to improve productivity and unable to find the functionality they needed, and noting that information technology (IT) wasn't a core competency, Hawaii Resort Management evaluated several products before ultimately choosing the Rent One Online solution. Rent One Online provided the crucial features, simplicity, and know-how for managing each property and enabled the Hawaii Resort Management staff to focus on other responsibilities, such as helping vacation travelers find the ideal rental or helping them book local activities.

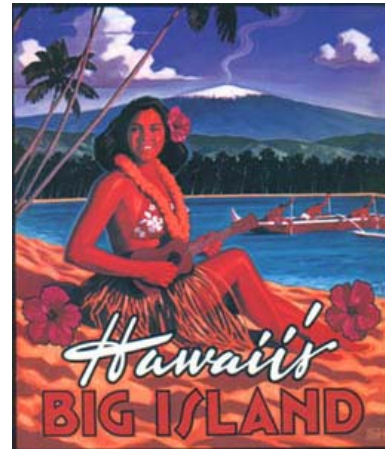
Before turning to Rent One Online, James "Jim" Metcalf, owner of Hawaii Resort Management said, "I tried three other companies before turning to Rent One Online. One was an original DOS-based company, which I used for a long time. Right before switching to Rent One Online, I tried two other well known vacation rental property software companies and they just didn't deliver what they advertised. I was very unhappy with all three. They were difficult to learn, very expensive, and you had to have an IT guy available 24 hours day."

Customer Success Profile: Hawaii Resort Management Takes the Cost Out of “IT” and Puts “IT” Back Into the Business

Jim said he had three requirements for any new property management solution:

1. “Ease of use. We are property managers not IT engineers. Make it easy for the average employee to use and understand;
2. Make it completely Internet based so that we can do our reconciliation from anywhere – not just in the office;
3. Lower my IT bill. We were paying up to \$5000 a month in IT expenses. That was a monkey that had to get off my back.”

For Jim and his team the Rent One Online solution proved to be an exceptional return on investment. Rent One Online is a professional, affordable vacation rental management solution that is 100% on the web. There is no hardware and no "IT Guy" required.



It includes everything a property manager needs to run and grow their business. It simplifies and automates the complete rental management lifecycle and includes comprehensive accounting features. It also creates additional revenue streams, including providing travel protection with every reservation, and at \$1 per property, per month, the Rent One Online solution literally pays for itself.

The Results: Reduced Accounting Time, Reduced IT Cost and Increased Flexibility

Today, Hawaii Resort Management has completely replaced its old accounting system and solely uses the Rent One Online solution. This has allowed the company to reduce the time to close its books by seventy-five percent. Additionally, because it's completely 100% web-based the task of monthly administration and consolidation can be done anywhere. In fact, Jim's wife recently closed the books while she was in the Caribbean.

Jim also says that low cost of Rent One Online was a huge selling point to him. Where he once was paying anywhere from \$1,000 to \$5,000 a month for IT support, he now pays only \$1 per property, per month, and there is no expensive "IT guy" hovering around the office.

"If any folks have any problems with existing systems, they have nothing to lose by trying Rent One Online. I feel Rent One Online is the ultimate software product for a vacation rental company," Jim added.