WINTEN² AT THE FAYETTEVILLE METRO HOUSING AUTHORITY

The Fayetteville Housing Authority is located in Fayetteville, NC. The agency manages 796 Low Income Public Housing units and 1,749 Section 8 Housing Choice Vouchers.

The Challenge

Fayetteville Metro Housing Authority was using GC Wright as their software provider. Due to problems with updates to their software, Fayetteville felt that GC Wright was falling behind and wanted a software provider that would stay updated with housing industry needs while maintaining current features available. Looking into other software providers, they found Tenmast Software and were impressed with the company's quality, functionality, and workflow.

DID YOU KNOW?

Tenmast offers *FREE* web trainings every week for our WinTen² clients!

KEY RESULTS

- **Efficient Trainings** allow for employee understanding and success with using the program.

- **Superior customer support**

- **Easy to use** software

- Dedication to staying **up to date** with housing industry needs.

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The role of WinTen²

Fayetteville has been using Tenmast Software for over 5 years. Renae McNeill, Computer Systems Analyst, accredits her success with the program to the great training she received. When McNeill began her current position, she found herself in a situation with little guidance. When going to the Tenmast trainings she was relieved with the informative sessions and the efficiency of the trainings. She also found it comforting that if at any point during the training she didn't understand something, she always had the option of calling Tenmast afterward. She accredits Tenmasts's trainings to her success, "Because of the trainings I'm still in my position." McNeill has enjoyed several webinars as well as follow-up trainings Tenmast provided after Fayetteville's initial training.

As the computer analyst at Fayetteville, McNeill calls support several times a week and enjoys the superior customer service Tenmast provides to its clients. Describing all the support members as working hard, she knows that if she has a problem, the support team will be there to help her. In a recent example, the agency had a support incident and called the Tenmast hotline; the call went past the normal support hours Tenmast provides. McNeill was amazed when the support member didn't end the call at 5 p.m., but worked through the problem with her even after the office had closed. McNeill is continuously impressed with Tenmast's incredible devotion to their client and believes the support team will assist in any way possible. "They really have gone the extra mile."

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Fayetteville knows that they have made a great investment in purchasing Tenmast, and has found the software program very easy to use. The agency is dedicated to Tenmast and confident that their previous problem of outdated software will never happen again. They understand Tenmast has the initiative to not only be superior in their software, but to stay in compliance with housing industry needs as a whole.

For more information on WinTen² or to see an online demonstration, please contact Adam Block at ablock@tenmast.com or call 877.359.5492 ext. 238.