WINTEN² AT THE YAKIMA HOUSING AUTHORITY

The Yakima Housing Authority is located in Yakima, WA. The agency manages 150 Low Income Public Housing Units and 618 Section 8 Housing Choice Vouchers.

The Challenge

Yakima Housing Authority was using five different software systems for their agency, with HAB Co. and Millennium Software providing the main systems. Data consolidation issues with data would develop if all of their servers were not updated at the same time. Since the systems were not integrated, manual data entry was required to keep everything up-to-date. Using five separate programs was extremely time consuming and inefficient. Yakima wanted a software system that would allow them to consolidate everything into one, integrated system on a single server. Yakima became a client of Tenmast Software in 1999 and upgraded to the current WinTen² system in 2006.

DID YOU KNOW?

Tenmast's expert support staff commits to return ALL support calls within *2 hours* & high priority calls within *1 hour*!

KEY RESULTS

- The transition to using only one system, **provided stability and compatibility**

- **Strong demonstration of trainers ability and knowledge** of software puts housing authorities at ease

- **Support superior** to any other company allows solid relationships to form and issues to be resolved

- Tenmast's loyalty for it's clients **puts agencies at ease**

The role of WinTen²

Michelle Erickson, a Computer Technician at Yakima Housing Authority, believes the transition into implementing the software was made easier by the initial trainings. At first, Erickson was hesitant with the Tenmast trainers, saying, "I knew they were experts, but I wanted them to prove that to me." After several days of interaction, Erickson was relieved by the knowledge and patience the trainers exhibited.

Since becoming a Tenmast client in 1999, Yakima has excelled by partnering with the software provider, originally purchasing WinTen, and now using WinTen². Erickson believes the support at Tenmast is superior to any other company, "It's the best service I have had with a software provider. There is no one better." She does not hesitate to call the support team when she has an issue that she needs help resolving. Erickson believes the staff is very approachable and helpful, and a housing agency never has to feel as if they are bothering them when they call in with an issue. "They are never crabby or grouchy, and they don't make you feel stupid for asking questions," she said. Appreciating Tenmast's support team and their genuine concern for housing authorities, Erickson believes that the superior support provided by Tenmast shows clients they have made a great investment with the software company.

Sharon Wandler, Director of Finance at Yakima, agrees that Tenmast provides superior support service. Usually working with the General Ledger in WinTen², she regards the Tenmast team as very helpful. "I don't think you could find anyone who understands both sides so well." After years of dedication and exemplary knowledge, she has a high respect for the Support team. "They are so caring of us as a customer."

> **"It's the best service I have had with a software provider.**
>
> **There is no one better."**

One initiative of Tenmast is to continually improve their software to meet Public Housing needs while simultaneously staying informed and in compliance with HUD regulations. Erickson knows that Tenmast is successful in this endeavor saying the company is "very good" at keeping up with all HUD regulations and rule changes. She is consistently impressed with how well Tenmast maintains compliance with HUD, "I don't know how they keep up with everything." Erickson believes it was a great decision to switch to the program, "We have no complaints." Michelle Erickson can be reached at (509) 453-3106 ext 113 or Michelle@yak-pha.org.

Wandler agrees that she has also been completely satisfied with Tenmast and respects the loyalty Tenmast gives to clients. This commitment to excellence amazes Wandler as she has nothing but positive things to say about the company and those who work there. She is confident that if something is wrong, Tenmast will make sure it is corrected. Sharon Wandler can be reached at (509) 453-3106 ext 103 or sharon@yak-pha.org.

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.

Tenmast Software
132 Venture Court, Suite 1
Lexington, KY 40511

www.tenmast.com
p: 877.359.5492
f: 866.270.2657