



WINTEN² AT THE EASTERN IOWA REGIONAL HOUSING AUTHORITY

The Eastern Iowa Regional Housing Authority is located in Dubuque, IA. The agency manages 164 Low Income Public Housing units and 883 Section 8 Housing Choice Vouchers.

The Challenge

The Eastern Iowa Regional Housing Authority was outgrowing their existing software program. Running two different systems (PHA-Web and a DOS based program) caused a variety of issues for the housing authority; the waiting list program was cumbersome and time intensive, customer support was not adequate or user friendly, and employees had difficulty running accurate reports. Aware of their software problems, Eastern Iowa discovered Tenmast Software and was impressed with the company due to their PIC training, customer support and their ability to stay on top of things. Staff at Eastern Iowa, describes their first impression of Tenmast, "They seemed to be more hands on with training. We were impressed they would stay with us."

The role of WinTen²

Since switching to Tenmast in August 2008, Eastern Iowa is now thriving while using the WinTen² system and reports that all of their previous problems experienced with their original software provider have been improved. Staff describes the transition from their previous software provider to Tenmast "as smooth as could be expected". Now that they have completed all initial trainings and transitioned into using the WinTen² system, they appreciate the superior customer

KEY RESULTS

- Problems with running two different systems resolved by using **one integrated system**
- Tenmast's PIC training, customer support and ability to stay on top of housing industry needs **makes their jobs easier**
- All previous **problems have been resolved** since using WinTen²
- Option to email support **provides added documentation** of how to fix the problem if it occurs in the future

support that was lacking with their previous software provider.

When asked if Tenmast's support was superior to their previous vendor, staff express that Tenmast excels, "by far." For staff calling in about once a week, they indicate that Tenmast always finds a way to fix errors or problems. The major users of the Tenmast support service, calling in more frequently, feel that the Tenmast support is very helpful in solving their software issues, as they always get back with an answer quickly, and will work through any problems that arise.

Other staff use customer support every couple of weeks, sometimes more, depending on current tasks at the housing agency, and prefer to use the email option over calling in. Finding this process more beneficial, when they receive the response email from Tenmast, explaining how to fix the problem, they can print a copy of the email and then save it in case the problem arises again in the future. This minimizes the time they have to be on the phone and also decreases the amount of time it takes them to fix the problem, if it happens again. The amount of time that work is delayed due to the problem is also decreased.

Eastern Iowa is also continually impressed with Tenmast's ability to maintain and update their software to comply with HUD regulations. The Director of Housing knows that Tenmast excels at maintaining and staying up to date with all HUD regulations. She describes the relief this gives the housing agency, "If there is something on our end that we are uncertain about, we call Tenmast to get their interpretation." With Tenmast's success in maintaining any changes HUD implements, Tenmast customers can enjoy the benefit of not worrying about whether their software is compliant with HUD.

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Tenmast also provides trainings and newsletters about the public housing industry and HUD. With webinars and other trainings provided by Tenmast, the staff feels confident that they are well trained in using WinTen² and appreciate the extra courses that are available to ensure PHAs are using their software in the most efficient manner possible. The staff feels that after a year of using the program, the quick start guides (and manuals) provide a strong source where employees can find answers to their questions. Employees at Eastern Iowa Regional Housing Authority know that if they have a question or problem, Tenmast will provide an answer for them, available in more than one method.

After the conversion, employees at Eastern Iowa describe the software as easy to use. The staff believes WinTen² is, "very user friendly," and provides lots of ways to look up information. With Eastern Iowa's previous software, if a problem with the software arose, you had to completely back out of your work to find more information. With Tenmast, there are many ways to see information without backing out of the program and losing your work.

Eastern Iowa believes they made a great investment in switching to Tenmast. Previously the agency had issues locating data and receiving adequate support from their provider. Now after using Tenmast for over a year and a half, they are benefiting greatly from the program and enjoying the efficiency it provides.

For more information on WinTen² or to see an online demonstration, please call 877.359.5492 or email info@tenmast.com.

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