



The Hamilton Company



Timberline Office[®]



Corporate Profile

Headquarters:
Allston, MA

Type of Business:
Real Estate Managers &
Developers

Web Site:
www.thehamiltoncompany.com

Timberline Office Modules:

Property Management
Accounts Payable
General Ledger
Report Designer
Service Agreements
Service Management
Accounts Receivable
MICR
Information Assistant
Inquiry Designer
Project Management
Billing
ODBC
Job Cost
Cash Management
Crystal Reports

Winning Combination Innovative thinking, Superior Software make Hamilton a hot property



Transaction overload.

It's a common affliction for property managers who must move information among thousands of constituents at the same time. But enterprising minds like those at The Hamilton Company have figured out how to tame this challenge. After years of managing information by hand or with unreliable software packages, Hamilton has found a solution in Timberline software.

Hamilton chose Timberline after experiencing the frustrations of trying to manage information without sufficient technology or support. In its first years the firm kept manual records before advancing to an IBM Platinum system in the early 1990s. It considered other software packages as well -- Skyline, MRI and Mass90 -- before deciding to move to Timberline in 1995. In the decade since, Hamilton leaders have teamed with Timberline and its local partner United Solutions to build a software platform tailored to support a business that builds, rehabilitates and manages vast real estate holdings across Greater Boston.

"We went from using multiple vendors with no coordination to having an integrated, highly customized software package that handles all our needs," said Andy Bloch, chief financial officer at Hamilton. "Timberline has helped us achieve new levels of efficiency and productivity."

Founded in 1954, Hamilton has grown into one of the largest privately-held real estate concerns in the country. The firm manages and leases over 4,500 residential

units and 3 million square feet of commercial space. Its separate construction business builds residential and commercial projects throughout New England.

Hamilton's first goal was to use Timberline software to support its residential and commercial property management activity. Bloch and Hamilton technology manager Alan Cusson worked with Steve Minard of United Solutions and Timberline representatives to create a customized field that manages tenant relations on each property, enabling Hamilton to reap many benefits. Here are three examples:

- One report enables Hamilton to send lease renewal notices electronically -- up to 1,800 at a time for properties serving the communities of Boston College and Boston University. The report uses digital signatures and logos, eliminating the time-consuming and costly practice of having staff stamp, fold and mail the renewals.

- On the fifth day of each month, the system generates a report that summarizes all billing activity for each property and automatically identifies tenants who are to be served eviction notices. The system then generates a digitally signed eviction notice.

- Hamilton is using the system to collect rental payments electronically. The firm is now collecting \$300,000 a month in payments that are sent directly to a Web site, further reducing the time and costs associated with tenant relations.

"Our partnership with Timberline and United Solutions allows us to aggressively seek out every advan-

“When you seek to create distinctive advantages you need partners who not only know software, but who know your business. United Solutions and Timberline provide that knowledge base. I am able to manage the modules in house and draw on multiple points of support as needed. It’s one-stop shopping at its best.”

Alan Cusson
Technology Manager
The Hamilton Company

Current Projects

Albany Street
 Boston/Allston, MA

99 Chesnut Hill Avenue
 Chesnut Hill Gardens
 Brighton, MA

110 Second Street
 Cambridge, MA

“...tage we can gain from the software,” Cusson said. “We continue to find ways to integrate home-grown applications with Timberline to simplify our business.”

In much the same way, the firm taps Timberline’s Service Management module to keep its properties in prime condition. Using the module’s five-week planner, Hamilton communicates with its cadre of electricians, carpenters and plumbers to schedule and carry out repairs and upgrades.

Another Timberline module -- Job Cost -- enables Hamilton to calculate profitability by property online. The module also is used to verify that all sub-contractors hired by the firm are adequately insured.

Cusson and Hamilton’s entire accounting and information technology staff will continue to attend regular training sessions at United Solutions’ facility in Marlboro, MA. And United Solutions will continue to be a regular on-site presence at Hamilton’s headquarters in Allston, collaborating to drive even greater vigor into Hamilton’s workflow.

“The United Solutions staff is knowledgeable and their training programs help our team make the most of the software,” Cusson said. “United Solutions has also served as an effective bridge to Timberline,

which has helped us to create even more value in our use of the software.”

Hamilton is now turning to United Solutions to build efficiencies into its construction business. It is implementing the Timberline Project Management module, which it will use to manage budgets, construction activity and costs on residential projects and commercial endeavors encompassing offices, warehouses and industrial facilities.

Hamilton plans to keep using the same winning formula that has produced so many advances in its real estate management business -- innovative thinking, flexible software and close coordination with United Solutions and Timberline.

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CHALLENGE

Create an integrated software platform to support a business that builds, rehabilitates and manages vast real estate holdings

SOLUTION

A full line of Timberline software applications, expertly tailored to serve the unique needs of The Hamilton Company

RESULTS

A customized program that enables Hamilton to effectively manage tenant relations and maintenance on 4,500 residential units. Hamilton is now using the newly implemented Project Management module to manage its residential and commercial construction activity



UNITED SOLUTIONS

Technology Partner to the Construction & Real Estate Industries

28 Lord Road, Suite 285, Marlborough, Massachusetts 01752

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