



CLIENT SURVEY RESULTS

ABOUT THE SURVEY

One of our core values is **customer obsession**, and we routinely survey our partners to gather candid feedback about their satisfaction with our printer amenity solution.

This report contains a snapshot of our August 2023 survey results.

Demographic Data

Property Style

Mid-Level
48%

High-Rise
28.9%

Garden
25.1%

Current Package

Print Allowance
52.9%

Pay-Per-Use
29.9%

Unlimited
17.1%

NPS Score

Survey participants gave PrintWithMe an "Excellent" NPS score.

79

**"EXCELLENT"
NPS SCORE**

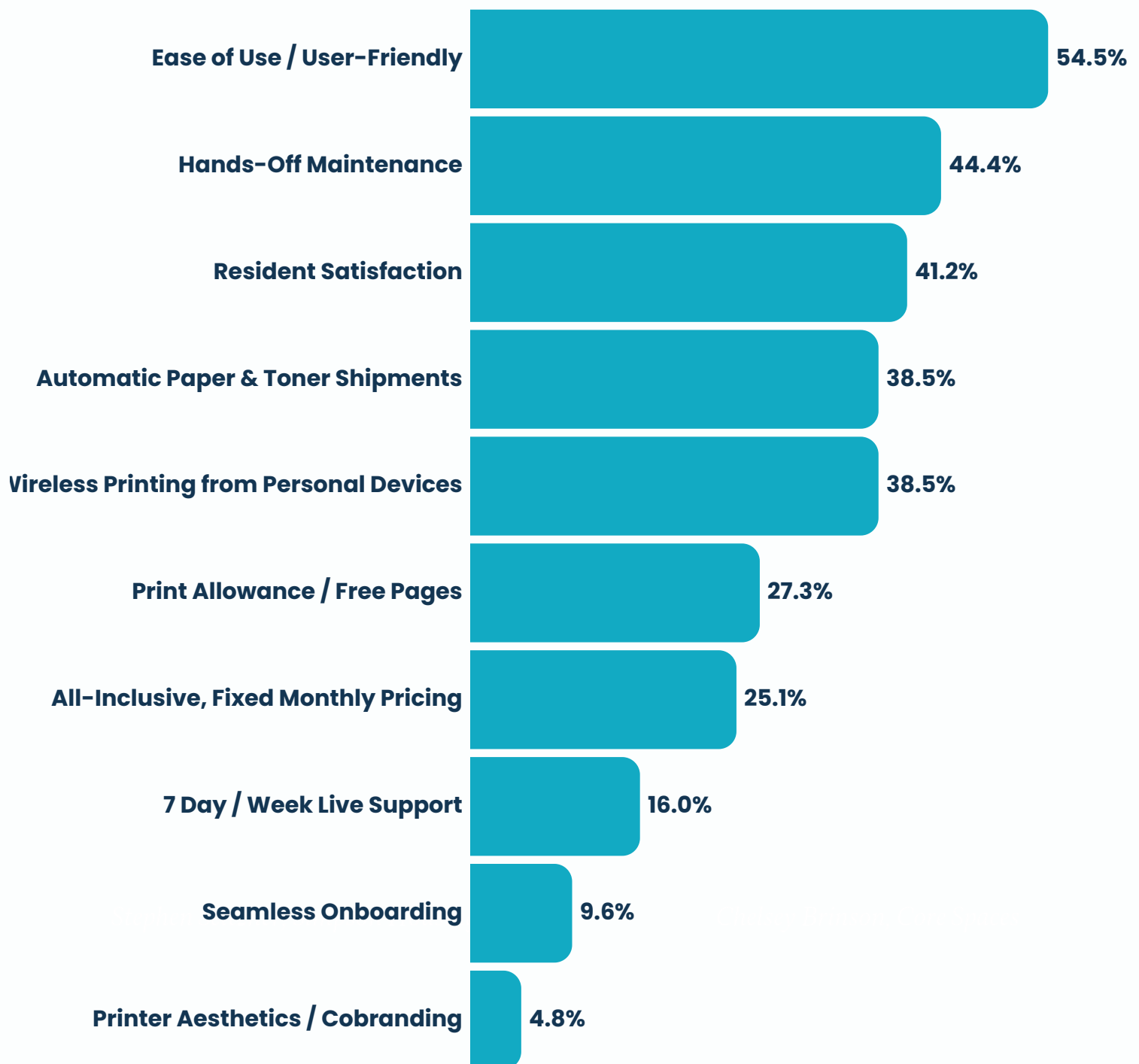
MOST UTILIZED AMENITIES

Amenities typically considered the most "popular" aren't always the ones that are actually being used by residents. We asked survey participants to rank the utilization of several of today's most common amenities - and the results may surprise you!

- 1. FITNESS CENTER**
- 2. COFFEE BAR**
- 3. OUTDOOR AMENITIES**
- 4. COMMUNITY PRINTER**
PrintWithMe's unit utilization rate is 82% across all clients!
- 5. PACKAGE LOCKERS**
- 6. GAME ROOM**
- 7. PET SERVICES**
- 8. MOVIE THEATER**
- 9. LAUNDRY FACILITIES**
- 10. OTHER**

WHAT CLIENTS LOVE ABOUT PRINTWITHME

Here are the **TOP TEN** reasons clients said they love PrintWithMe.



EASE OF USE

PrintWithMe was designed to make resident printing simple and convenient. Completely wireless and self-serve, residents can quickly print from any electronic device by uploading documents via the PrintWithMe website, iOS app or email.



"I absolutely love PWM. They make it so easy to keep the machine up and running. The technology is user-friendly for my residents, and we always get our supply shipments on time. This has become a much more popular amenity in my building since we switched to PrintWithMe!"

Hayley Morgan, Greystar

"PrintWithMe made the printing process so much easier for our tenants and office staff. We no longer have the headache of printing out documents for residents and stopping what we are doing in the middle of our day. It's user-friendly and provides us with better customer service."



Ciara Rodriguez, Campus Life and Style



"PrintWithMe is today's answer to the business center amenity. Residents usually just need that ability to print, and PrintWithMe has the simple technology that allows them to do so very easily. Best of all, there is no effort needed by the management team to help."

Nicole Malloy, ZRS

HANDS-OFF MAINTENANCE

PrintWithMe is virtually hands-off for on-site teams. Devices are remotely monitored for technical issues, as well as low supply levels. When paper or toner run low, replacements are automatically shipped. Plus, all technical support is handled by the PrintWithMe team.



"PrintWithMe has been an easy solution to an amenity that was constantly causing headaches for residents and our staff. We know the monthly cost, and there is an inherent value in not having unexpected issues with the printer itself, supplies on-hand or resident error."

Emily Paulino, Village Green

"PrintWithMe takes all the issues of the office team. It gives residents a way to print without having to deal with a personal printer and does not cause any issues."

Jacque Como, Lincoln

"PrintWithMe took so much time and stress away from my team. Residents would come in all the time and expect us to be IT. This is such a smoother process for us and for our residents."

Tiffany Cyrus, Kane Realty Group



RESIDENT SATISFACTION

The Wall Street Journal recently reported that a community printer was the most-desired amenity in multifamily.

PrintWithMe offers residents 24/7 access to wireless printing, as well as live support 7 days a week. They no longer have to rely on on-site teams to print their documents during normal business hours – or deal with the constant aggravation of an unreliable device. Convenient, reliable access to a top amenity leads to increased resident satisfaction and higher retention.

"PrintWithMe has been an excellent solution to our residents' printing needs. It's easy, convenient, and works great. I was surprised at how much use it gets! Plus, it reduces our workload and requires practically no maintenance. Truly a must-have for any residential property!"

Stephen Seltzer, Simpson Housing

"The communication with PrintWithMe is fantastic. They are always responsive to our needs, and our residents enjoy the ease of not having to disturb management for copies. It's self-serve, which is what people want."

Conrad Fultz, RC Residential Management

"PrintWithMe will help give time back to your office by offering a user-friendly solution to resident printing. Ever since we rolled out this service, not a single resident has had questions on how to use it as compared to the previous system."

Devin Lewis, The Morgan Group



ABOUT PRINTWITHME



Decrease spend and control costs

- Print Allowance technology curbs excessive printing
- Packages offer set fees and predictable budgeting



Save staff time and hassle

- Live support is available 7 days / week
- Paper and toner are auto-shipped



Elevate the resident experience

- Residents print wirelessly, from any electronic device
- Entire process is CCPA-compliant and secure
- Paper is eco-friendly and 100% sustainable

80% of NMHC's Top 50 property management companies rely on WithMe amenities.

GREYSTAR™

LINCOLN
PROPERTY
COMPANY

RM

AVENUE5
RESIDENTIAL

BOZZUTO

ZRS
MANAGEMENT

Cardinal Group
COMPANIES

Equity Residential

CUSHMAN &
WAKEFIELD

CA

XFD REAL ESTATE PARTNERS

Don't wait. Save time and money by getting started today.

Email sales@withme.co.