

# Case Study



How Boardwalk REIT leverages Yeti's snow management software to revolutionize its snow removal operations and increase operational efficiencies.

## Boardwalk's Success Story

For over 30 years, Boardwalk has been driven by community, forging relationships and creating memories. With a mission to provide the best quality communities for their Resident Members, their top priority is the health and safety of their communities. Founded in Calgary, Alberta in 1984 with a modest 16-unit walk-up project, the Boardwalk portfolio has grown to 33,000 units spanning four provinces and twelve cities across Canada. Their dedication to redefining excellence in apartment and townhome living means they're continually exploring innovative ideas and pioneering new ways to serve their Resident Members and partners.



## The Challenge

Prior to using Yeti, Boardwalk utilized a manual, paper-based snow log system. This made managing and retrieving the necessary information when dealing with claims a challenge company-wide.



With multiple operating locations, collecting, organizing and reviewing snow logs was a tedious and time-consuming task for the team. As the snow logs were stored physically, there was an inherent risk of misplacing, losing or damaging the paperwork. In cases where a claim was made of a certain period, they had to rely on retrieving the log from an offsite storage location. This process was both costly and time-consuming. With their previous system, they lacked real-time visibility into snow clearance activities. This created difficulties in promptly addressing any operational issues or identifying areas that required improvement.

## The Solution

Since implementing Yeti, Boardwalk has seamlessly digitized their entire snow log process, eliminating the need for manual paperwork and reducing the potential for errors. Teams at each location can quickly record and timestamp snow clearance activities, providing an indisputable record of proof. This not only increased their operational efficiency but enhanced the level of accountability within the organization. Yeti's robust documentation capabilities allowed them to reduce risks and efficiently handle any potential disputes.

**Streamlined data collection and review:** Yeti's mobile app allows Boardwalk's teams to quickly and accurately record snow clearance activities. The app automatically timestamps the entries, eliminating the need for manual documentation. This streamlined process ensures that all logs are consistently and promptly reported, reducing delays and ensuring accurate information for liability purposes.

**Centralized and secure data storage:** With Yeti, all logs are securely stored in a centralized cloud-based platform. This eliminates the risk of loss, damage, or misplacement of physical records. They no longer have to rely on retrieval from off-site storage, saving both time and money.

**Easy accessibility and retrieval:** Yeti provides Boardwalk with instant and remote access to all their snow logs. Authorized personnel can conveniently retrieve and review logs any time and from anywhere, without the need for physical retrieval or a specific location visit. This significantly reduces the time and effort spent searching for specific records and expedites claim resolution.

**Real-time visibility and analytics:** Yeti offers real-time visibility into snow clearance activities across all Boardwalk locations. This empowers them to monitor operations, identify any issues or bottlenecks promptly, and take immediate action.

### **Bhavnesht Jaraim, CIO, Vice President of Technology for Boardwalk commented:**

"Yeti has been an instrumental asset in helping our business achieve its objectives as it relates to snow logs. Previously, our company relied on a cumbersome paper-based snow log process to document snow clearance activities across our multiple locations. Yeti's SaaS solution, combined with the user-friendly mobile app, has revolutionized our operations.

With Yeti, we have seamlessly digitized our entire snow log process, eliminating the need for manual paperwork and reducing the potential for errors. The app allows our team at each location to quickly record and timestamp snow clearance activities, providing us with an indisputable record of proof. This not only increases our operational efficiency but also enhances the level of accountability within our organization.

Moreover, Yeti's centralized platform enables us to effortlessly monitor and manage snow clearance activities across all our locations in real-time. We can easily access and analyze the data collected, gaining valuable insights into patterns and trends. This information allows us to optimize our resources and make informed decisions, improving our overall snow clearance strategy."



## Ease of Implementation

When implementing a new platform into their technology stack, Boardwalk had initial concerns about how their associates would be impacted. Change can sometimes be met with resistance or reluctance to adopt new systems or processes. However, they made sure to address those concerns proactively and communicate the benefits of using Yeti to their associates. Here's how they tackled potential concerns:

**Training and support:** They understood that associates might feel apprehensive about using a new software solution. To mitigate this concern, they provided training programs and ongoing support to ensure a smooth transition. Training sessions and tutorials were organized to familiarize associates with the features and functionalities of Yeti.

**User-friendly interface:** One of their main considerations during the selection process was to find a solution with a user-friendly interface. They wanted to ensure that employees would find Yeti intuitive and easy to navigate. This allowed them to quickly adapt to the new system and utilize its features without feeling overwhelmed.

**Clear communication of benefits:** Boardwalk emphasized the benefits of adopting Yeti for their associates. They communicated how it would streamline their work processes, eliminate manual paperwork, and provide real-time access to critical information. By showcasing the advantages of Yeti, they addressed concerns by demonstrating how it would ultimately make their jobs easier and more efficient.

**Soliciting associates' feedback:** Throughout the implementation process, they actively sought feedback from their associates. Their insights and suggestions were vital in addressing any concerns or challenges they faced in using Yeti. This approach ensured that their voices were heard, and that Boardwalk could make any necessary adjustments or improvements to enhance their experience.

**When asked for his advice to others who may be considering Yeti, Bhavnesh had this to say:**

"My advice to others considering Yeti is to embrace the transition to digital snow log management with confidence. With its user-friendly interface, streamlined processes, and enhanced accountability, Yeti offers a reliable and efficient solution for digitizing snow log operations. Embracing Yeti will not only save time and resources but also improve liability mitigation and overall operational effectiveness."

**Empower your snow removal business.  
Contact Yeti today to request a demo.**



**t** 833 201 7674

**e** support @yetisnow.com

**w** yetisnow.com