

CUSTOMER CASE STUDY

BH Management

BH Management is a vertically integrated multifamily investment and management firm, with over 113,000 multifamily units, 9,000 student housing units, and ~1,500 built-to-rent homes spanning across 29 US states.

25%+
Telecom Cost Savings

50%+
Productivity Improvement

100%
Network Inventory Visibility

CHALLENGES



Portfolio Volatility

With an expansive property portfolio and 40% of its assets changing annually, maintaining accurate network inventory at both the granular and high level detail proved complex and unwieldy.



Procurement Challenges

Managing thousands of telecom services across hundreds of properties became overwhelming. Tracking, procuring, and disconnecting internet, VoIP, POTS lines, and other critical services became increasingly complex without a centralized system.



Decentralized Network Inventory

Before Lightyear, each property independently managed its telecom services, resulting in a fragmented approach that made it nearly impossible to obtain a comprehensive view of services across all sites.

RESULTS



Telecom Cost Optimization

Lightyear's data analysis allowed BH to see significant opportunities for savings across internet, VoIP, and POTS lines prompting a recontracting initiative for the more cost-effective services.



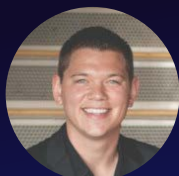
Seamless Procurement and MACDs

With Lightyear, BH can now move, add, change, or disconnect services in the portal seamlessly, saving significant time for the IT team.



Centralized Inventory Management

Utilizing Lightyear's Network Inventory Management platform, BH was able to efficiently organize comprehensive data for each property in their network, facilitating smoother property operations.



“Centralization of that data allowed us to better service our specific properties and see things on a holistic basis that we couldn’t see before. Property operations became much smoother - if we needed IP information or to find an ISP support contact, just check the Lightyear portal!”

– Ryan Gibson, IT Portfolio Manager - BH Management