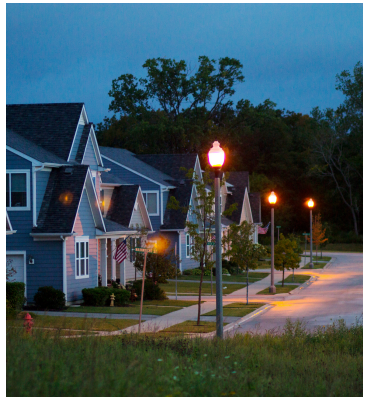


CASE STUDY:

CEPCO MAKES THE SWITCH

How one of southeastern North Carolina's most experienced association management companies transformed their business after switching to CINC Systems



Year Founded: 1983

Known For: Community association management, administrative services, and financial services for homeowners associations and lending institutions

Previous Software: Jenark

EXECUTIVE SUMMARY

In order to continue to grow and stay competitive,

Cindy Norris knew that CEPCO needed a change. As Director of Accounting, she saw first-hand the multiple inefficiencies in CEPCO's software solution. To continue adding more to CEPCO's portfolio, they needed to drastically improve productivity in the office and communication in the field.

Norris lead the charge in switching CEPCO to CINC. Since the switch, the company has enjoyed tremendous growth without adding tremendous headcount.

2012 - 2020

CINC's Impact on CEPCO

6,418

Growth in
Doors

+2 HOAs

Acquired per month
on average

15 Days

Average decrease
in production of
month-end reports

Only 1

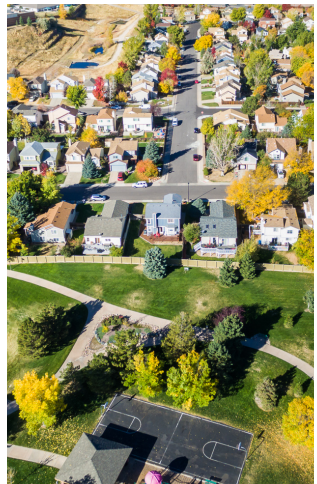
accountant added
to the team

“

"We knew that we had to go paperless in order to grow, but with our previous software, that would have been impossible. We couldn't store invoices, couldn't access any backup information, and it was very difficult to produce month-end financials to our boards in a timely manner. That's why we decided to switch."

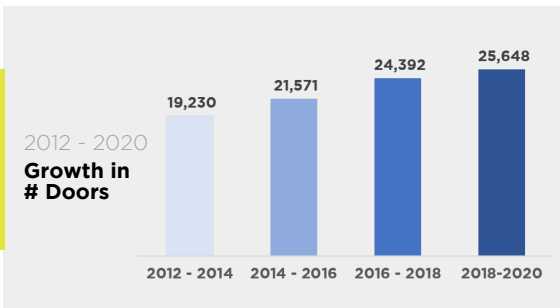
Cindy Norris

Owner & CFO,
CEPCO Management
Group



RESULTS IN CINC

Once Cindy made the move to CINC, she noticed right away the difference in service. "The onboarding process was very personal. I completed a training session on site at CINC's Georgia headquarters, and their Director of Customer Success visited our office for a week to complete onboarding."



While onboarding was a breeze for CEPCO, the results were even more significant. CEPCO increased its number of doors by more than 3,000 in the first four years, and since 2012 has grown by 36 percent. Even with this growth, they have only increased its accounting team by 17 percent. But the biggest success story of CEPCO comes from Cindy herself. As a result of CEPCO's growth and improved workload efficiencies, Cindy purchased the company in 2019.

"CINC has been a tremendous factor in our success. We work with greater ease, efficiency, and communication. Since switching to CINC, I have never looked back."

CINC vs. Jenark

What's the Difference?

Some of the most common reasons Jenark customers have switched to CINC include:



100% cloud-based software

Secure, multi-factor authentication that's accessible anywhere that automatically backs up data.



Customized association portals

Communicate with HOA boards and homeowners without having to use other third party vendors.



One centralized platform and support system

Manage your accounting, property management, and integrated banking in one place.



About CINC Systems

CINC Systems provides transformational technology and services for the community association industry, redefining the way its clients and partners do business. Founded in 2005, CINC Systems became the first Internet-based integrated accounting and property management system for the community association industry. Since its founding, CINC Systems has experienced steady growth, with clients in 26 states and over 100 partner banking branch locations.

Learn more at cincsystems.com

