

Scaling Smarter:

How Summit Property Management Centralized Utility & Internet Management

A CUSTOMER SUCCESS STORY



SCALING SMARTER

How **Centralized Utility and Internet Management** Helped Summit Property Management Deliver Better Resident Experiences with Fewer Resources

THE CHALLENGE

Summit Property Management is a fast-growing operator with more than 10,000 workforce housing units across Texas. As a lean, high-growth team focused on acquiring and revitalizing communities, it faced a growing challenge: how to efficiently manage essential services like utilities and internet across a scattered, expanding portfolio without hiring more staff or overburdening site teams.

Summit understood that connectivity is no longer a nice-to-have: It's a necessary amenity in today's market, on par with traditional utilities like water and power. But managing both traditional utilities and this digital infrastructure using in-house resources was time-consuming, complex, and unsustainable at scale.



“We were wearing too many hats. Managing both utilities and bulk internet programs in-house just became too complex as we scaled.”

— Char McCurdy, President, Summit Property Management



THE TECHNOLOGY SOLUTION

To solve this, Summit partnered with **Conservice**, the industry's leading utility management provider, and leveraged **Onboard**, Conservice's bulk internet management solution, to consolidate both traditional utilities and digital infrastructure under one integrated partner.

This centralized approach allowed Summit to:

- ✓ Eliminate the need for juggling multiple providers and platforms
- ✓ Simplify resident onboarding across both utilities and internet
- ✓ Automate enrollment and billing through PMS integrations
- ✓ Deliver "move-in ready" internet access as a core resident amenity

By unifying essential services **under one partner**, Summit removed administrative complexity, reduced operational burden on site staff, and created a scalable foundation for growth.

IMPLEMENTATION AND ROLLOUT

By partnering with Conservice and its internet management solution, Onboard, Summit implemented:

- ✓ **Utility billing and management services** across nearly 10,000 units
- ✓ **Bulk internet programs** live at 16 communities, with service provided by top ISPs like Xfinity, Spectrum, and AT&T

The launch process for Summit's bulk internet programs was fully managed by Conservice's Onboard solution, providing telecom due diligence, contract negotiation, resident marketing, and compliance guidance. Onboard integrates directly with Summit's property management systems, automating communications and ensuring residents receive timely onboarding materials, support, and account access.



RESULTS AND IMPACT



\$8.8M in annual value through utility management



\$1.6M in annual NOI through bulk internet programs



Seamless Resident Experience

With Onboard's "move-in ready" internet programs, residents at Summit properties no longer have to schedule install appointments or wait days for connectivity. Internet access is live the day they move in, saving time, removing stress, and making the transition to a new home smoother.

This has been especially valuable for Summit's core resident base: essential workers and working families who often move with urgency and need immediate access to reliable connectivity.



Scalability Without Headcount

With plans to double in size in the next few years, Summit needed a model that could grow with them without hiring a full back-office team. Thanks to its partnership with Conservice, Summit has been able to roll out new internet programs, optimize utility billing, and support more properties, all without adding significant internal resources.

This centralized approach has not only enhanced the experience of their residents and on-site staff but it has also delivered meaningful financial results, with Onboard's bulk internet management driving **\$20-\$30/unit** in monthly NOI.



More Efficient Operations

Managing utilities and internet across multiple, disparate providers often leads to duplicated work, disconnected systems, and frustrated staff. By consolidating both under Conservice, Summit significantly reduced the operational burden on its teams.

Conservice's dedicated support teams and automation tools mean that Summit's site staff no longer field connectivity questions or utility billing confusion, allowing them to focus on resident engagement and community-building.

"Our residents don't have the time to shop for internet. This gives them better service at a price they couldn't get on their own, and it's ready the day they move in."

— Char McCurdy, President,
Summit Property Management



"Conservice is a one-stop shop. That's a huge benefit. We've built a strong relationship, and they've helped us scale smarter."

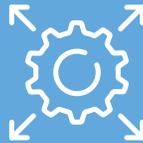
— Char McCurdy, President,
Summit Property Management

LESSONS LEARNED



Resident Experience Drives Adoption

When internet is faster, cheaper, and ready at move-in, residents see the value. This reduces pushback and increases satisfaction across the board.



Centralization Unlocks Efficiency

By combining traditional utility services and internet management under one partner, Conservice helped Summit to reduce friction and free up internal resources, while driving value across their portfolio.



Technology Is an Enabler, Not a Barrier

Integration between Conservice, its Onboard solution, and Summit's property systems has made automation possible, bringing visibility, compliance, and predictability to complex services.

WHAT'S NEXT

Summit continues to expand its portfolio and plans to bring new properties onto the Conservice + Onboard platform as they grow. Bulk internet has become a standard part of its acquisition and onboarding playbook, and it views Conservice as a long-term partner in scaling operations and enhancing resident experience.



WANT TO SEE
SIMILAR RESULTS AT
YOUR PROPERTY?

Contact us today at
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