



SUCCESS STORY

The Customer

Northern Virginia Association of REALTORS® is an association whose mission is to “Elevate REALTOR® success by delivering exceptional value, driving innovation and impacting the industry”

The Problem

In 2009, Northern Virginia Association of REALTORS® was dissatisfied with their current lockbox provider as well as the customer service they were receiving when facing technical issues. Paige Audet, the Director of Membership, recently sat down with Sentrilock to discuss how and why they converted to Sentrilock.

The Solution

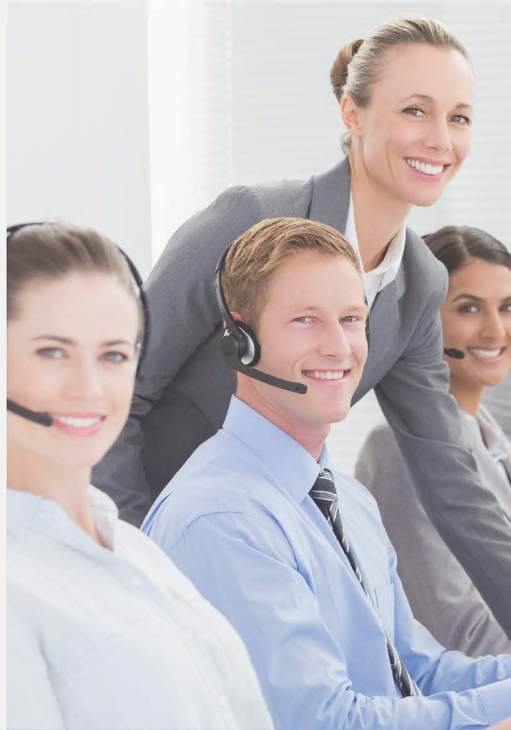
In 2009, Northern Virginia Association of REALTORS® started using Sentrilock. As a dissatisfied user of another lockbox provider, Paige’s association started looking into other options. One key pain point NVAR faced was response time when calling in for service. In the interview Paige commented, “With the Sentrilock system customer service calls were answered within seconds rather than minutes or hours.”

Paige state’s that her staff “likes the ease at which they can contact the service department.” Another key difference with Sentrilock are the multiple access methods. Paige adds that “with the app you don’t have to worry if you have your card, you just pull out your phone and you can get into your lockbox with your clients.”

At a Glance

Customer: Northern Virginia Association of REALTORS®
Problem: Dissatisfied experience with current provider
of lockboxes deployed: 48,367

1.866.736.2322
www.sentrilock.com
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Northern Virginia AOR Elevates REALTOR® Success by Selecting Sentrilock

