brivo

ARCHES VACATION RENTALS TURNS TO BRIVO SMART HOME AUTOMATION

Providing enhanced guest experiences with streamlined cloud-based access control and remote management

THE CHALLENGE

Arches Vacation Rentals manages 80 locally-owned rental properties in Moab, UT. With only 16 employees and 11,000 reservations over a year and a half, Arches was looking for a solution to streamline its security and management to improve safety and ease operations.

THE CHOICE

"The amount of time saved and the peace of mind that the Brivo platform brings is completely worth it."

-Daniel Bertoch, Co-Founder of Arches Vacation Rentals

WHY BRIVO

- Remove the stress and time of managing keys, codes, locks and sending employees to lockout requests.
- Easily arrange guests for early check-in and check-out.
- Quickly give and revoke access to any guest or property.

THE CHANGE

Daniel Bertoch, co-founder of Arches, has managed and operated two of the largest vacation rental companies in Moab since 2012. In 2019, Daniel combined forces with two business partners, Mat Niesen and John Knight, growing their rental portfolio from 35 properties to 80 properties.

While looking for a holistic solution to ease the management of the growing business, Daniel and his partners explored several security solutions that would improve security, visitor management and experience.

"Ultimately, Brivo's services encompassed everything we were looking for including a user-friendly dashboard, flexibility in adding products to each account and having a reliable service contact in case we ever need any support."

-Daniel Bertoch, Co-Founder of Arches Vacation Rentals

ENHANCED EXPERIENCE, REDUCED COMPLEXITY

Since expanding their Moab rental business, Arches Vacation Rentals has been able to eliminate or optimize multiple tasks to simplify their property management operations and enhance the guest experience, including:

- Remove the stress and time of managing keys, codes, locks and sending employees to lockout requests.
- Easily arrange guests for early check-in and check-out.
- Quickly give and revoke access to any guest or property.

The ease that the platform provided lead to Arches adding Brivo Smart Home thermostats and water sensors to their properties to take managing remotely to the next level. These additions removed the need for housekeeping having to manually adjust settings in unoccupied units, further optimizing operational costs and management.

"We rely on Brivo as a window to keep eyes on everything we do without having to be onsite."

-Daniel Bertoch, Co-Founder of Arches Vacation Rentals

Implementing Brivo's vacation rental solution has grown the Arches management business by being able to onboard more clients with the benefits of cloud-based control. The thermostats and sensors have saved homeowners money and leveraged their peace of mind knowing that access codes to their properties are changed promptly and remotely after each guest.

ABOUT BRIVO

Brivo is the global leader in mobile, cloud-based access control for vacation rental, commercial real estate, multifamily residential, and large distributed enterprises. Our comprehensive product ecosystem and open API provide businesses with powerful digital tools to increase security automation, elevate employee and tenant experience, and improve the safety of all people and assets in the built environment. Having created the category over twenty years ago, our building access platform is now the digital foundation for the largest collection of customer facilities in the world, trusted by more than 25 million users occupying over 300M square feet of secured space in 42 countries.

Our dedication to simply better security means providing the best technology and support to property owners, managers, and tenants as they look for more from buildings where they live, work, and play. Our comprehensive product suite includes access control, smart readers, touchless mobile credentials, visitor management, occupancy monitoring, health and safety features, and integrated video surveillance, smart locks, and intercoms. Valued for its simple installation, high-reliability backbone, and rich API partner network, Brivo also has the longest track record of cybersecurity audits and privacy protections in the industry.

ARCHES
VACATION RENTALS