

## Service Management Systems

# Success Stories



On Friday, January 3, 2020, our customer at Valley View Mall sent the below email, praising our SMS team. Valley View Mall is in La Crosse, WI and is owned by the Pennsylvania Real Estate Investment Trust (PREIT). SMS has had a longstanding partnership with PREIT, and as our customers, we always look for creative and outstanding ways to aid in their success. When our customers are successful, we remain successful as well.

Check out what the PREIT General Manager, Jeff Odom, had to say about our Service Management Systems team:



I wanted to reach out to you in regards to our SMS team here at Valley View Mall. This holiday season, our SMS team really stepped up to help our specialty leasing program get two tenants opened for the last few weeks of the holidays and drive income for PREIT.

The first tenant wanted to move into a vacant space that was in poor condition, due to the previous tenant removing slat walls throughout the space. The paint was peeled off in places and the walls were damaged. With only about a month left in the holiday season and no time to hire a contractor, Mike's team stepped up to get the space boxed out and cleaned, so the tenant could move in. What would have cost us easily over \$5,000 for a contractor, ended up costing us less than \$1,000 to remodel and get the tenant in.

The second was a tenant that decided to move in just a few days before Christmas. With no carts or kiosks available, with some creative thinking we were able to take some old Best Buy display cabinets and reuse as two kiosks out in the mall. With only a few hours' notice, SMS was able to make some cosmetic repairs to the cabinets/kiosks and relocate them out into the mall, so the tenant could move in that night.

In all, both last minute deals generated over \$11,500 in specialty leasing income for PREIT. Without SMS's help, this would have not been possible or affordable, and all the while, the team still maintained the mall to our standards. A great effort by Mike, Nancy and the SMS team!

Regards – Jeff Odom, CRRP; PREIT General Manager at Valley View Mall

Mike Roeske, SMS Facility Manager, and his team at Valley View Mall went well above their normal duties to facilitate two successful moves for our PREIT customers. Their quick thinking and creativity saved our customer thousands of dollars. In this instance, the entire team exhibited our SMS Core Values and truly embodied the "Whatever It Takes" SMS motto. We are proud of Mike, Nancy and the Valley View Mall team for all of their hard work and dedication. Without teams like yours, SMS would not be who we are today!



**Mike Roeske (blue hat) and the SMS team at Valley View Mall**