

Transforming Property Management with MiMo

CHALLENGE

Tricon faced long property turnover times (27 days), leading to revenue loss. Manual, disconnected workflows caused inefficiencies, while limited real-time visibility delayed maintenance scheduling. As Tricon's portfolio rapidly expanded, it required a scalable, future-proof solution to streamline operations and improve property readiness.

SOLUTION

BIG implemented our custom IP, MiMo, an Appian-powered automation solution tailored to Tricon's unique challenges that features:

- Seamless Integration with Yardi – Enabling a connected property management ecosystem.
- Mobile-Enabled Automation – Field workers use tablets to document property conditions, generating automated work orders.
- Real-Time Visibility – Centralized dashboard providing instant insights into property readiness and vendor coordination.

CLIENT BENEFITS



Reduced Property Turnover Time by over 60%

Vacancy periods cut from 27 days to under 10 days, significantly improving occupancy rates



Operational Efficiency Gains

Elimination of manual processes reduced administrative overhead and enhanced workflow accuracy..



Enhanced Revenue Generation

Faster property readiness led to increased rental income and reduced revenue loss.

About The Client



Founded in 1988, Tricon Residential is an owner, operator and developer of single-family rental homes in the U.S. and multi-family apartments in Canada with over 1000 employees.

Recently acquired by Blackstone, Tricon has expanded significantly, requiring scalable and innovative solutions to manage its growing portfolio efficiently.

"I wanted to send a special thank you the BIG team! The support that the team has provided has truly been outstanding. The troubleshooting, outside the box thinking, the execution and timelines support, along with their professional and pleasant interactions have been phenomenal. I so appreciate the team's dedication and willingness to go the extra mile."



Reshma Block
CTO, Tricon Residential