From Chaos to Confidence

How Clarity Commercial improved workflows and streamlined operations with Grace Hill.

OVERVIEW

Clarity Commercial, established in 2018, is a veteran-owned company that manages a diverse portfolio of properties, including multi-story office buildings, medical and warehouse facilities, commercial condominiums, town offices, office warehouses, retail, and industrial properties.

They operate primarily in and around Minnesota, with additional properties in Port Arthur, Texas, and Carlsbad, California.

Led by Mel Schultz, Clarity Commercial's core values revolve around exceeding customer expectations, fostering a dynamic work environment, and prioritizing individual growth. The company is driven by a passionate team that provides unmatched expertise and unwavering support to clients, helping those they work with maximize their property's value, streamline operations, and ensure tenant satisfaction.

CHALLENGE

Initially, leveraging their sister company's systems was helpful. However, as Clarity grew, it became increasingly difficult for them to remain organized while trying to expand their autonomy and keep up with training and policy updates. Internally, they were feeling disorganized and inefficient.

COMPANY PROFILE

CLARITY COMMERCIAL

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Clarity Commercial

Industry: Commercial Property & Asset Management
Unit Count: 651
Headquarters: St. Louis Park, MN
Years in Business: 6
Number of Employees: 11

"We lacked visibility in knowing what updates had been made and where to access them," said Mel. "I knew I wanted, or rather needed, something that would enable us to 'own' our processes for policy and training, as well as have everything in one place."

By 2023, Clarity Commercial had reached a point where Mel realized it was time for something new, which coincided with his introduction to Grace Hill.

SOLUTION

Mel was already relatively familiar with the Grace Hill suite of solutions. However, a referral from an industry colleague and fellow Institute of Real Estate Management (IREM) member ultimately led Mel to contact Grace Hill. He then learned how their training and policy solutions could help his business develop its own internal processes.

Mel was looking for a solution to automate Clarity's training. He also wanted one that offered the flexibility needed to easily incorporate changes to policy and training as needed. While he explored other options, Mel found Grace Hill's flexibility, exceptional customer support, and robust industry-specific policy and training platforms best aligned with the company's needs.

The prospect of a centralized, user-friendly system was met with the desire for autonomy and professionalism. It was an opportunity to "take Clarity Commercial to the next level."

FAVORITE FEATURE

"My favorite part of the Grace Hill solution is the online traceability and ease of record-keeping. We don't have to worry about what changes have been made or where things are; it's consistent, eliminates follow-up, and erases the burden of making manual changes once new laws are enacted."

- MEL SCHULTZ

Drawing on previous corporate experience, Mel understands the importance of efficient systems and training. He also recognizes the burden and frustration these systems can invoke with employees. Having a user-friendly platform that delivered policy information and critical training in a way that engaged employees with dynamic and learner-focused content was important to Mel.

Once Mel made the decision, he and his team moved full-steam ahead with implementation. Grace Hill's Policy solution went "live" on December 1, 2023, and Vision Training was released in February 2024. The result: peace of mind.

RESULTS

Any time a new solution is rolled out, the implementation process can feel overwhelming. After Mel shared the "whats" and "whys" of his decision with staff, Grace Hill was there to provide full support during the implementation process.

"Grace Hill staff has been remarkable to work with," said Mel. "We could ask as many questions as needed — and as many times as needed. Any issues we faced on the front end were always addressed with patience."

As a result of Grace Hill's policy implementation, Clarity Commercial has seen a remarkable transformation:

- **Streamlined Operations:** The platforms offer flexibility, and the system runs smoothly with minimal oversight.
- **Improved Workflows:** Online traceability and centralized recordkeeping eliminated the burden of managing paperwork and ensured consistency.
- **Increased Confidence:** Mel enjoys peace of mind knowing everything is organized and compliant, allowing him to focus on strategic initiatives.
- **Enhanced Professionalism:** The system has instilled a sense of professionalism and autonomy within the company.

THE BOTTOM LINE

Clarity Commercial faced inefficiency and lack of control due to the absence of internal systems. As a result, their team was strained. In implementing Grace Hill's solutions, Clarity Commercial now has a much-needed foundation for streamlined efficiency, increased organization, and enhanced professionalism.

So, how does Mel Schultz measure the value Grace Hill delivers?

"Before adding Grace Hill's policy and training solutions, our workflows were chaotic, uncontrolled, and inconsistent," says Mel. "The investment has been worth every penny and a core necessity to growing and strengthening our business. Simply put, I sleep better at night knowing we have this system in place."

Are you ready to take your training and policy solutions to the next level?

Learn how Grace Hill can help!

> "
> I understand what my team is feeling when training is needed. It doesn't always create a sense of excitement, but it's a critical element to the success of our company. For that reason, I try to make it fun, and in that way, Grace Hill also shines. Their solutions are simple, easy to use, and easy to understand. And that simplicity is worth it because you never have to stress about the five-question 'test' at the end!"

Mel Schultz
Chief Manager, Clarity Commercial