

# How Condeto Transformed Rental Applications for a Berkshire Hathaway Affiliate



Berkshire Hathaway HomeServices EWM Realty cut application processing time by 75% and reduced costs by 50% with Condeto's digital platform.

## 75%

REDUCTION IN PROCESSING TIME

## 50%

REDUCTION IN COSTS

## 100%

DIGITAL & PAPERLESS

### CLIENT OVERVIEW

## South Florida's Premier Luxury Real Estate Brokerage

Berkshire Hathaway HomeServices EWM Realty has been a cornerstone of South Florida's real estate market since 1964. Operating across Miami-Dade and Broward County with over 700 associates in 10 offices, EWM manages a high volume of residential rental and sales transactions across some of the region's most competitive luxury markets. As part of HomeServices of America — a Berkshire Hathaway affiliate and the largest real estate brokerage in the U.S. by transaction volume — EWM holds itself to the highest standards of service, accuracy, and efficiency.

### THE CHALLENGE

## A Paper-Heavy Process That Couldn't Keep Pace

With a large portfolio of rental properties and a steady stream of applicants, EWM's team was burdened by a time-consuming, manual application process. Paper forms, email chains, and disconnected workflows created friction at every step — for both staff and prospective residents.

- Rental applications required manual data entry, physical paperwork, and repeated back-and-forth with applicants to gather missing information.
- Processing times were long, leaving qualified applicants waiting and increasing the risk of losing them to competing properties.
- Staff time was heavily consumed by administrative tasks rather than high-value client service activities.
- Costs associated with paper, postage, storage, and manual processing added up significantly across a high-volume operation.

EWM needed a modern, mobile-first solution that could digitize and streamline the entire application experience — without disrupting the premium, white-glove service their clients expected.

### THE SOLUTION

## A Fully Digital Rental Application Platform

Condeto implemented its purpose-built, cloud-based platform to digitize EWM's end-to-end rental application process — giving EWM a single, unified system to manage applications from submission through approval.



### Mobile-First Application Portal

Applicants complete and submit rental applications from any device, at any time — no paperwork, no scanning, no delays.



### Automated Workflows

Submissions automatically route to the right team members, with built-in notifications and status tracking at every stage.



### Integrated Screening

Background and credit checks embedded directly into the application flow, eliminating separate third-party processes.



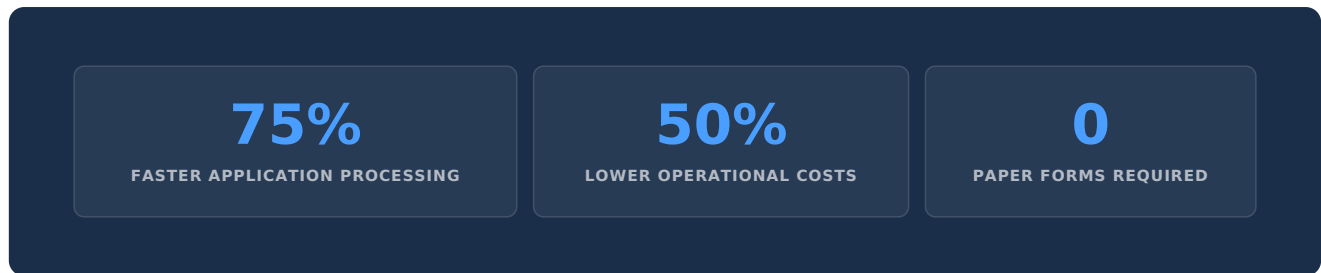
### Real-Time Analytics

Managers gain instant visibility into application status, pipeline volume, and approval timelines — all from one dashboard.

## THE RESULTS

### Measurable Impact From Day One

By replacing a fragmented, paper-based process with Condeto's streamlined digital platform, EWM's team reclaimed time, reduced overhead, and delivered a noticeably faster experience for applicants.



The 75% reduction in processing time means staff that once spent hours on paperwork can now focus on serving clients and closing deals. The 50% cost reduction reflects eliminated paper, postage, storage, and administrative overhead — savings that compound across every application EWM processes. Applicants benefit too: faster turnaround means qualified renters spend less time waiting and more time moving in.

## ABOUT

### Two Companies, One Shared Vision for Modern Property Management

#### ABOUT CONDETO

Founded in 2018 and headquartered in Miami, Florida, Condeto is a cloud-based property management platform built for the digital age. With a mobile-first design and a single, multi-OS interface, Condeto helps property managers streamline applications, lease renewals, payments, maintenance, and more — all in one place.

#### ABOUT BHHS EWM REALTY

Berkshire Hathaway HomeServices EWM Realty has served South Florida since 1964, with 700+ associates across 10 offices in Miami-Dade and Broward County. Part of HomeServices of America — a Berkshire Hathaway affiliate — EWM is recognized as one of the region's leading luxury real estate brokerages.

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