

Step Three



ACCOUNT MANAGEMENT MAKES THE DIFFERENCE

“*A trusted and experienced multifamily group purchasing partner should be able to **prove** how they can be the single largest difference to your bottom line.*”

WHAT IS ACCOUNT MANAGEMENT?

An **Account Management** department is one of the most important departments in any organization. An Account Manager has the responsibility of building client relationships and being the liaison to suppliers. In the case of multifamily, an Account Manager could manage a property or entire portfolio of properties.

How does an Account Manager help me?

Members of the Buyers Access Smart Advantage Purchasing Program are assigned a dedicated Account Manager that can review and analyze the health of your account and/or program, understand the challenges facing the property or portfolio, and identify areas of opportunity to reduce expenses. The Account Manager can also structure a property implementation plan based on your needs. This implementation includes training sessions, web training, and phone training. This is necessary to ensure that the entire portfolio understands the value in the Buyers Access partnership on an ongoing basis. Also included in this implementation plan are custom pricing/auditing reviews that determine what works best for your organization. Based on your company wide objectives, a review of product usage and identification of categories will be incorporated into a standardization program. In addition, experienced Member Services specialists will be at your service with full purchasing support for your properties. Detailed usage reports are also made available to property owners and managers to monitor the portfolio's level of participation and their purchasing activity. Buyers Access also has the ability to monitor the performance of our national suppliers through various reporting methods. In short, this transparency allows you to make sure you get what you are paying for. A trusted and experienced multifamily group purchasing partner should be able to prove how they can be the single largest difference to your bottom line.

Ask yourself the following questions:

1. Does your Account Manager help guide your company to make an impactful decision regarding your purchasing?
2. Does your Account Management team provide enough data to change any preset opinion and/or to help influence decisions in this relationship driven industry?
3. Does your Account Manager feel like an added member of your purchasing team or another sales person?

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Contact Buyers Access for a **Free Consultation** and let us share how we answer these questions.