

SAROFIM REALTY ADVISORS

March 8, 2024

Sarofim Realty Advisors Co. (SRA) has been a client of the The Jacobs Group for almost 20 years. As a small firm without an in-house IT group, the responsibility for our Yardi platform falls within the Finance group. Over the past 20 years, we have engaged The Jacobs Group to (1) assist with Yardi Voyager version upgrades, data conversion and the related training for both corporate and third party property management personnel, (2) initial on-site Yardi training for new property management personnel, (3) troubleshooting of Yardi issues at both corporate and property levels, (4) implementation of Yardi Advanced Voyager B&F and the related training, (5) setup of Commercial Recovery Reconciliations at the property level and the related training, and (6) implementation of Payscan.

Both Chris Jacobs and his team (TJG) have always handled our engagement in a professional manner and are a much-needed source of support for the SRA Finance group. We have received very positive comments from our third-party property management personnel regarding training and assistance that they have received from TJG and some have even purchased Yardi for their own corporate software after their Yardi experience with SRA and TJG.

TJG has been responsive to our needs as projects and issues have arisen and their knowledge of Yardi Voyager is extensive. TJG appears to have a good working relationship with Yardi personnel and, as such, is able to serve as an intermediary between Yardi and SRA as needed.

Ann M. Melasky
CFO