LEONARDO 247

Prove it first.

How Roers Companies piloted AI and automation across maintenance, then scaled it with Leonardo247.

3×	40%	74% → <50%	33%
preventative maintenance growth	fewer emergency callouts, year over year	maintenance team turnover	portfolio growth over the same period

ROERS COMPANIES

At a glance

Company
Roers Companies

Profile
NMHC Top 25 builder and developer

Customer since
2024

Products
Perform247, Connect247

Featuring
Michael Eden, Regional Maintenance Manager

The challenge

Roers Companies was growing fast, and its maintenance operation was running on manual workflows that couldn't keep pace. Inspections, preventative maintenance, and emergency call management lived across disconnected tools and, in many cases, paper. Teams lacked the visibility and structure to stay ahead of issues, and the strain showed up where it hurts most: maintenance department turnover had reached 74%.

> *"Our maintenance processes at the time were still heavily reliant on manual workflows. In many cases we're still operating in what I would call an old-school paper-based system. Our existing tools really were just not giving us the visibility or structure that we needed around inspections, preventative maintenance and call management."*



Michael Eden
Regional Maintenance Manager, Roers Companies

The approach: prove it before scaling

Rather than committing to a portfolio-wide rollout on day one, Roers ran a structured eight-week pilot with Leonardo247. Perform247 brought inspections and preventative maintenance into scheduled, trackable workflows, while Connect247 added AI-powered triage to after-hours emergency call management. Consolidation was a deliberate goal from the start: the pilot replaced four separate systems with a single platform, so onsite teams had one place to work instead of four to check.

With the pilot's results measured and validated, Roers scaled both products across a portfolio that grew 33% over the same period.

The results

3× preventative maintenance

The preventative maintenance program has grown three times since pilot launch, shifting teams from reactive fixes to preventing issues before they happen.

40% fewer emergency callouts

Year over year since full Connect247 rollout, translating to thousands of dollars saved per property in dispatches, overtime, and mileage compensation.

Turnover: 74% to under 50%

Fewer overnight dispatches mean better work-life balance for technicians, and maintenance department turnover dropped from 74% to below 50%.

Task completion: 60% to 80%

Structured daily workflows lifted onsite task completion rates by 20 points while the portfolio grew 33%.



"With Connect247 we did a year over year comparison, and we've seen a 40% reduction in emergency maintenance callouts since our full rollout. That equates to thousands of dollars saved per property... it really provides them with a much better work-life balance, and provides us with better employee satisfaction."

Michael Eden · Regional Maintenance Manager, Roers Companies

Run your own eight-week pilot

See what Perform247 and Connect247 can prove at your properties.

Book your Demo