JLAM
CASE STUDY

ABOUT JLAM

Jack Lingo Asset Management (JLAM) is a real estate investment and development firm that helps family offices, RIAs, and wealthy investors build wealth through private real estate investments. They must utilize tech-forward solutions that give real-time insights into their projects to help make informed decisions that impact their investment partners.

CHALLENGE

JLAM's previous generic project management software wasn't tailored for developers. Like most CRE organizations, JLAM dealt with a heavy load of paperwork and manual processes. Collaboration among departments suffered. As a result, issues such as messy contractor billing, difficulties in providing accurate estimates based on historical data, and field reports that were disconnected from overall project finances slowed down internal response times and negatively impacted investor satisfaction.

SOLUTION

Ian Goodenough, a controller at JLAM, reached out to Rabbet. To replace the old method of storing information in various Excel sheets, Ian needed to manage records in one accessible location. With Rabbet's document management functionality, all relevant documentation is centralized in one place. Now JLAM teams have instant access to view overages, get real-time budget overviews and updates, and quickly generate and customize reports. Teams can collaborate in real time without waiting for another department to pull a report. The Rabbet platform automatically scans documents and flags them for errors, reducing old manual processes. Plus, Rabbet's easy-to-use change order log and budgeting feature gives JLAM a central source of recordkeeping.

KEY RESULTS

▶ No more back-and-forth: Construction and Accounting departments collaborate in real time
▶ Budget controls track change orders
▶ Real-time insights identify and mitigate issues in projects
▶ Faster time to determine whether a change order/contract price can be accepted

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" *As someone who led the onboarding of Jack Lingo Asset Management to the Rabbet platform, I cannot say enough about their customer support staff. They were quick to respond and thorough in investigating issues/questions that were specific to our company. They not only allowed us to go live quickly but are a continued resource as we utilize more of their platform to transform our processes.* "

Ian Goodenough, Controller

Rabbet

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