



## Technology that moves at RPM Speed: Scaling smart with Integris IT that keeps pace with growth — fast, flexible, and future-focused

### RPM Living

RPM Living delivers hands-on property management services, strategic investment opportunities, and property development expertise that few professional real estate companies of its size can match.

It is redefining property management at scale with a passion for acquiring, building, and operating multifamily rental communities that build investors' confidence and satisfy residents' desires for sanctuary and home. Since 2002, RPM Living has operated communities nationwide, starting with just 10 properties under management. The company has since grown to manage more than 218,000 units.

With this massive growth over the past several years, RPM Living needed an IT partner that could match its momentum and keep pace with onboarding surges—in some cases, 20 properties in a single week. With such a unique business model and irregular growth and onboarding schedule, RPM Living needed an IT partner that could not only standardize its technology stack but also provide consultative guidance as it scaled. Integris stepped in with a national footprint, personalized, boutique-level service, and a proactive approach that transforms IT from a challenge into a growth engine.

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With Integris, we get the national scale we need and the boutique attention our communities deserve. They're our first call on technology — proactive, flexible, and a true partner in our growth.



**Roman Paylian**  
Director of IT Support Services, RPM Living

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## The challenge

Given RPM Living's rapid expansion, its IT needs were unpredictable. For RPM Living, no scenario is exactly like the next. Each new property acquired had a different level of IT expertise that required a strategic, personalized approach. Add to this the dual pressure of maintaining uptime for residents and staff while scaling operations among diverse markets. As a fee-based operator with 30-day-out agreements, RPM faced high stakes: any lapse in service could result in losing entire communities within a month. This made reliability and proactive IT engagement mission critical.

The goals: standardize technology, accelerate onboarding, and prevent issues before they happen—all without losing the personal touch.

## The solution

Integris met and surpassed this goal by exceeding the role of traditional IT support, evolving into a proactive partner for technology strategy and innovation.

By introducing standardized onboarding playbooks and deploying dedicated, U.S.-based teams, Integris delivered a flexible, future-ready IT strategy designed for speed, reliability, and scalability. Unlike competitors that outsource offshore, Integris provides exclusively U.S.-based support—a true differentiator that eliminates language barriers and accelerates response times.

Every solution was rooted in proactive best practices: continuous monitoring, streamlined deployments, and consultative guidance to help RPM scale confidently while staying ahead of technology demands. With a national footprint, Integris supported properties coast to coast while strengthening relationships through on-site visits and lunch-and-learns. This hands-on approach, combined with a dedicated team model that offers a boutique experience and deep familiarity with RPM's business, ensured consistency, trust, and alignment at every stage.

## The outcome

Integris now acts as a strategic third-party technology adviser, enabling RPM Living to focus on what matters most: building workplaces where associates thrive and creating living experiences residents recommend.

Through this partnership, Integris has contributed to RPM Living's nearly perfect customer satisfaction score of 99%. Integris' boutique-style approach with a national reach has also reduced response times to just 12 minutes. Questions are answered when customers need responses. Integris' standardized playbooks have also decreased onboarding costs by up to 60%.

Standardization not only reduced costs but also delivered predictability for ownership groups, eliminating variability and nickel-and-diming.

Since onboarding with Integris, RPM Living has climbed from No. 48 to a Top 5 U.S. property management firm—all while accelerating network refreshes and supporting new construction projects without disruption. According to RPM leadership, this growth trajectory would not have been possible without a third-party partner capable of scaling at their pace.

Today, Integris works as more than a technology provider. Deeply integrated into RPM Living's operations, Integris remains a trusted collaborator, evolving in lockstep with RPM Living's growth and future vision.

## About RPM Living

RPM Living is a full-service multifamily management company offering an innovative and personalized approach to real estate services including management, investment, and development. Headquartered in Austin, Texas, RPM manages more than 200 clients, 12 regional offices and 218,000 units. Founded by Jason Berkowitz in 2002, the firm has grown to 5,000 associates nationwide spread across 50+ markets, all of whom share the collective vision to enhance clients' investments through customized solutions and exceptional resident-centric service. To learn more about RPM, visit [RPMLiving.com](https://RPMLiving.com).

**Integris**

[integrisit.com](https://integrisit.com)

888-330-8808

## Who We Are

Integris is a national leader in future-ready managed services, delivering innovative solutions that drive digital maturity for small and midsize businesses (SMBs).