

## COMPANY

**BOXER PROPERTY**®

## BUSINESS

Commercial Real  
Estate Investment

## INDUSTRY

Real Estate  
Property Management

## LOCATION



Houston, TX, US

## WHY M-FILES?



Project Management



Secure Documentation



Accessibility



Improved Customer  
Service

# case study

## M-Files Selected by Leading Commercial Real Estate Firm to Organize and Process Vast Amount of Property Management Information

Easy and Consistent Access to Any Critical Document and Superior Search Capabilities Drive Boxer Property to Migrate from OpenText to M-Files

Boxer Property Management Corporation, a Houston-based commercial real estate investment and management company, has deployed M-Files to more effectively manage and process its massive collection of lease, tenant and accounting documentation.

Boxer Property manages approximately 19 million square feet of commercial real estate property and works with more than 8,000 tenants in the United States. The company manages and processes an enormous volume of information including leases, move-out and move-in documentation, billing requests and credit requests for all of their tenants.



### A simple, efficient and centralized document management solution

Boxer Property needed an easier and faster solution for its staff to find the documents they needed and a more effective way to manage its vast amount of content in order to increase efficiencies in its document-centric processes. In addition, different versions of the same documents residing in various applications throughout the company made it difficult for staff to determine which version of a document was the correct and current one.

**M-Files**®

## THEY SAID IT



“M-Files is a very elegant solution. The implementation process was straightforward, and our staff appreciated the familiar Windows-based interface. said “Another noticeable advantage of M-Files is the ability to integrate with other applications, like our accounting and property management system (Yardi), which was an important consideration.”

JUSTIN SEGAL  
President, Boxer Properties



“The real estate business depends on the efficient and accurate processing of massive amounts of documents, and with M-Files, Boxer is able to better manage their huge and growing volume of information to make better decisions while also being more responsive. The end result is better service to their clients than their competition.”

GREG MILLIKEN  
VP Marketing, M-Files

By migrating from OpenText to M-Files, Boxer Property provided its staff with a unified and easy to use solution for accessing documents from any core business application across the enterprise, such as its Yardi real estate management solution. This has helped the company break down information silos created when documents and information are scattered in different locations and systems, which makes it difficult to find the right document quickly. Boxer Property employees are leveraging the powerful organization and search capabilities in M-Files for quick access to the exact documents they need, and the company has also created smarter and more strategic workflows for processing accounting, lease and tenant documentation.

### Easy document-level access management features

Boxer Property also leverages the security capabilities in M-Files to ensure only authorized personnel have access to billing and credit documentation. The access management features in M-Files allow Boxer Property to protect



Boxer Property to protect confidential files and records, and the company can enforce strict security controls at the document level, at the department level, or by any other attribute they define and configure within the system.

Boxer Property’s former ECM system, OpenText, was only used for isolated scenarios, but the transition to M-Files has extended the company’s use of ECM to many other departments and functions. For example, Boxer Property expanded its M-Files deployment to its legal and human resources units, and more than 400 employees are now active M-Files users.

**M-Files®**

## ABOUT BOXER PROPERTIES

Boxer Property is celebrating 22 years as an innovative commercial real estate investment and management company that specializes in maximizing the value of under-performing and challenged properties through aggressive leasing and hands-on management. Founded in 1992, Boxer Property Management Corporation is a privately held firm based in Houston that manages, leases, and administers retail, medical and office properties with 19 million square feet across more than 180 locations, nationwide. For more information, visit [www.boxerproperty.com](http://www.boxerproperty.com).

## ABOUT M-FILES

M-Files enterprise information management (EIM) solutions eliminate information silos and provide quick and easy access to the right content from any core business system and device. M-Files achieves higher levels of user adoption resulting in faster ROI with a uniquely intuitive approach to EIM that is based on managing information by “what” it is versus “where” it’s stored. With flexible on-premises, cloud and hybrid deployment options, M-Files places the power of EIM in the hands of the business user and reduces demands on IT by enabling those closest to the business need to access and control content based on their requirements. Thousands of organizations in over 100 countries use the M-Files EIM system as a single platform for managing front office and back office business operations, which improves productivity and quality while ensuring compliance with industry regulations and standards, including companies such as SAS, Elekta and EADS. For more information, visit [www.m-files.com](http://www.m-files.com).

“M-Files is a very elegant solution. The implementation process was straightforward, and our staff appreciated the familiar Windows-based interface,” said Justin Segal, President of Boxer Property. “Another noticeable advantage of M-Files is the ability to integrate with other applications, like our accounting and property management system (Yardi), which was an important consideration.”



“Boxer Property is a forward-thinking business and we’re delighted to be a part of their strategy to build value for their clients and deliver the highest quality property management services in the commercial real estate market,” said Greg Milliken, vice president of marketing at M-Files Corporation. “The real estate business depends on the efficient and accurate processing of massive amounts of documents, and with M-Files, Boxer is able to better manage their huge and growing volume of information to make better decisions while also being more responsive. The end result is better service to their clients than their competition. Boxer Property is also another great example of how M-Files is displacing traditional “old school” ECM systems that are just too complicated and expensive by offering a solution that uniquely combines ease of use and flexibility with rich functionality.”

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