



SUCCESS STORY

Mainstreet Partners with Sentrilock for added Member Safety and Support



The Customer

Kim McCoy is the Vice President of Member Services, Operations, and RPAC Fundraising for the Mainstreet Organization of REALTORS®. Since 1921, this Illinois-based Association has served over 20,000 members in DuPage, Lake, and Cook counties.

The Problem

Mainstreet has been a customer of Sentrilock, but decided during the pandemic to make the switch over to the Gen 3.6 lockboxes. The older lockboxes required a key and more interaction was required when giving access to a property.

The Solution

During the onset of COVID-19, McCoy made the switch to the Gen 3.6 lockboxes and members were able to make an effortless switch to the new technology.

“People rave about the app and how easy it is to access the lockboxes. It also gave them a sense of security when it came to working at the height of a pandemic,” said Kim.

Another benefit of partnering with Sentrilock is the 7-day a week customer support. While Mainstreet Organization of REALTORS® do their best to support members, Sentrilock is on call on weekends and most holidays.

“On a Saturday or a Sunday, in the rare event there is an issue, they can call Sentrilock and get in touch with someone even when we’re not in the office,” she said.

At a Glance

Customer: Mainstreet Organization of REALTORS® Problem: Member safety during a pandemic and extra added support after-hours.



Contact a Sentrilock representative or visit sentrilock.com/contact to learn more.

