

RentSearch.™

Case Study



Serena Y.
VP of Marketing at WestCorp
Management Group

"The Rent. team is consistent, communicative, and extremely well-qualified. They are experts in digital marketing as well as pay-per-click campaigns, and we have experienced the results to prove it."





Company Overview

WestCorp Management Group is a full-service property management firm that specializes in residential property management services throughout the United States. They offer leasing, rent collection, accounting and maintenance services. Since its inception in 2007, WestCorp has grown to professionally manage over 22,000 units in 36 cities around the country.

Serena Y., Vice President of Marketing, oversees digital marketing and advertising operations at WestCorp.



Challenges

Costly, ineffective advertising that added work for the team.

Prior to using RentSearch., Serena faced a number of challenges as her staff struggled to manage advertising on top of their primary day-to-day marketing responsibilities around the clock.

While the team did their best to manage digital marketing in-house, they did not have the subject matter expertise needed to optimize bids and weed out unqualified traffic. In addition, the leads that were coming from Pay-Per-Click (PPC) campaigns were not necessarily converting to appointments sufficiently enough for their occupancy goals.

They needed a better way to target and attract qualified in-market renters.



“We previously managed paid digital marketing in house. These efforts not only caused double work, but also ineffectiveness in not having an agency with a team of PPC industry experts.”

Serena Y.
VP of Marketing at WestCorp Management Group



Solution

Serena and her team chose RentSearch.™ with an aim to increase traffic to their properties, build brand awareness and boost conversion rates. RentSearch. was uniquely qualified to achieve these goals because of Rent.'s ability to send hyper-targeted PPC Google campaigns that leverage first-party listing data. This approach limits the amount of budget wasted by enabling Serena's team to reach high-intent renters that are currently looking for a property.

“By adding RentSearch., we were hoping to increase the traffic to our properties and generate higher brand awareness through branded and non-branded campaigns.”

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They could also count on support from the Rent. team, eliminating the stress of managing advertising campaigns single-handedly. Rent.'s consistent, communicative and well-qualified experts in digital marketing and pay-per-click did the heavy lifting to deliver performance-focused campaigns. With simple setup and short turnaround times, RentSearch. also alleviated time constraints that previously bogged down the busy WestCorp team.






Results

“The attribution works. The Rent. team’s consistency is superb, and they always stay on top of my requests. The Google campaigns that we have launched support our lease-ups within one year. We started and completed three lease-up communities during COVID with Rent. services.”

Serena Y.
VP of Marketing at WestCorp Management Group

 **34%**

Higher conversion rate

 **15-20%**

Higher click-through rate

 **30%**

Call and email volume

 **98-99%**

Occupancy rates

High-performing ads for less hassle

Since using RentSearch., Serena and team experienced improved performance from Google campaigns across the board, including 34% higher conversion rates and 15-20% higher click rates. Their overall return on marketing investment has also risen.

Higher call and email volume

The team is not only seeing higher performing ads, but the solution is driving meaningful engagement to their communities. Both call and email volumes have increased 30% for all of WestCorp’s communities.

Boost in occupancy rates

Occupancy rates have also jumped. Prior to using RentSearch. the occupancy rating was around 90% but has since increased to 98-99% since adding the service.

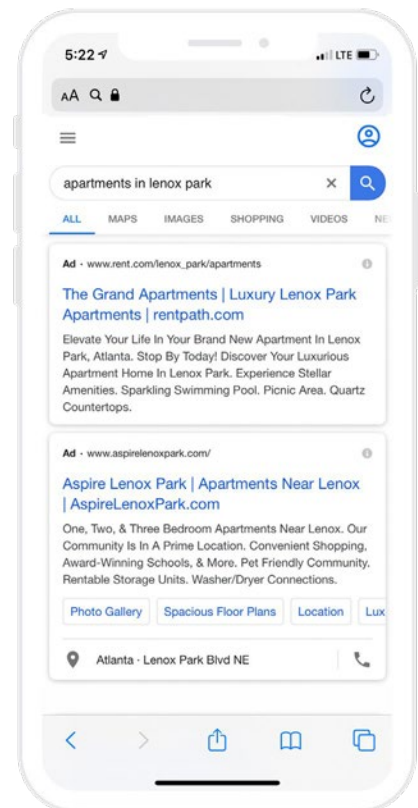


Get results for your team

Finding the right combination of value, support and intelligence in an advertising solution can be a major challenge for busy teams. With RentSearch.—a Premier Google Partner—we offer sophisticated search campaigns that don't compromise your budget or your time.

Explore [RentSearch](#). to learn how you can get results like these for your team.

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