

SCALABLE IT FOR MODERN PROPERTY MANAGEMENT

Across the U.S., over 22 million multi-unit buildings rely on property management firms to keep operations running smoothly and tenants satisfied.

Claro helps property operators bridge the gap between operations and technology with integrated cybersecurity, IoT, cloud, and automation solutions that protect assets and ensure regulatory readiness.

CHALLENGE

Mid-market operators managing 5,000–50,000 units, face a unique intersection of IT, operational, and compliance challenges:

- **Talent shortages** – Lean IT teams (often 1–3 people) struggle to keep up with modernization, monitoring, and security.
- **Legacy systems & data silos** – Disconnected leasing, maintenance, and accounting platforms hinder efficiency and increase data exposure risks.
- **Cybersecurity threats** – Tenant payment data and IoT building systems are prime targets for ransomware and phishing attacks.
- **Regulatory pressure** – ESG, data privacy (CCPA, GDPR), and housing compliance mandates demand audit-ready infrastructure.
- **Tenant experience demands** – Residents expect digital-first, always-on portals for rent, maintenance, and communication.
- **Operational continuity risks** – Outages or downtime disrupt critical workflows, damage reputation, and impact revenue.

SOLUTIONS

Claro's managed, modular IT ecosystem enables property management firms to modernize securely without disruption or costly upgrades.

Scalable IT & Staff Augmentation

- Claro's **cybersecurity, cloud, and IoT specialists** fill skill gaps, accelerate modernization, and extend internal IT capacity without long hiring cycles.
- Predictable **OPEX pricing models** help control costs and support growth as portfolios expand

Secure operations

- **MDR+ and Vulnerability Management** detect and neutralize threats across leasing, tenant, and payment systems.
- **CyberSOC and Zero Trust Endpoint Control** deliver 24/7 protection for distributed property networks.
- **AI Video Analytics** enhances both cyber and physical security, identifying anomalies like intrusions, falls, or hazards in real time.

Resilient infrastructure

- **Cloud Backup & disaster recovery** guarantees data availability and business continuity even during outages or cyber incidents.
- **Global Service Desk** provides multilingual, 24/7 IT support for property staff and tenant-facing systems.

Smarter buildings & tenant experience

- **IoT and AI-driven automation** optimize energy, maintenance, and environmental monitoring.
- **Custom tenant portals** built via Claro's Digital Transformation Factory enable digital payments, service requests, and communications—securely hosted and supported.



BENEFITS

- **Reduce cyber and compliance risk** - Proactive threat detection and automated reporting keep data and operations audit-ready.
- **Improve tenant satisfaction** - Secure, digital first portals deliver fast, convenient resident interactions.
- **Increase operational efficiency** - IoT automation and centralized support reduce downtime and maintenance costs.
- **Achieve predictable IT costs** - Subscription-based models simplify budgeting and vendor management.
- **Enable scalable growth** - Modular services and staff augmentation adapt to property expansion and new technology needs.

WHY CLARO FOR PROPERTY MANAGEMENT FIRMS?

Secure and integrated

Claro uniquely merges **cybersecurity, IT, and physical security** through managed services that protect tenant data and facilities simultaneously.

AI-enhanced and outcome-driven

Our **AI-powered monitoring and analytics** deliver measurable outcomes—improved uptime, faster incident resolution, and higher tenant satisfaction.

Scalable and compliant

Our cloud-first, modular platform supports compliance with **CCPA, HIPAA, and housing data privacy mandates**, scaling easily with multi-property growth.

Experienced and responsive

With decades of experience across **North and Latin America**, Claro provides **multilingual 24/7 support**, ensuring seamless communication for diverse resident communities.

One trusted partner

Simplify IT operations by consolidating multiple vendors into one integrated partner -- reducing complexity, improving visibility, and ensuring consistent performance.

