



Trusted IT Support For a High-Paced Real Estate IT Network

Clear communication and fast responses support 24/7 real estate operations.



CLIENT: Berkshire Hathaway



**BERKSHIRE
HATHAWAY**
HomeServices

INDUSTRY: Residential and luxury real estate

SERVICES: Home sales, global relocation, rental management, luxury property representation

LOCATION: Massachusetts (Cape Cod, Greater Boston, and South Coast)

Executive Summary

Berkshire Hathaway HomeServices – Robert Paul Properties is a real estate franchise with 9 offices and nearly 100 agents across Massachusetts. They needed responsive IT support that could scale with their team and deliver clarity without technical jargon. iMedia Technology met that need with plain-language communication, late-hour availability, and reliable follow-through on every request.

CHALLENGES

- Needed clear communication without technical confusion
- Required IT support that would be available late at night and early in the morning
- Relied on consistent follow-up to confirm issue resolution
- Wanted a scalable tech partner who understood the pace of real estate work

iMedia's Approach

iMedia supported Berkshire Hathaway with scalable, always-on support and accessible service.

Key Actions

- Provided availability during off-hours, including nights and early mornings
- Communicated in clear, understandable terms across all offices
- Followed through after each service request to confirm satisfaction

THE SOLUTION

- The iMedia team worked directly with agents and staff across 9 locations
- Requests were handled quickly and never dropped or delayed
- Support aligned with the fast pace and high expectations of real estate operations

THE RESULTS

- Robert Paul Properties received reliable support at all hours of the week
- Agents and office staff gained a trusted partner who spoke their language
- iMedia became the recommended IT team across the entire real estate group

Need IT support that keeps up with your agents and business hours?

iMedia Technology provides responsive service and clear answers. [Contact us](#) to learn how we support fast-moving teams.


CLIENT TESTIMONIAL



“iMedia continues to go above and beyond for our everyday needs! As a company with 9 offices and almost 100 agents, they listen to your needs and speak to you where it is not confusing. On top of that, they often follow-up with every request to make sure our expectations were met. We’ve needed them at all times of the week (late at night and very early morning) and their willingness to satisfy is amazing. Would recommend to everyone who inquires.”

– **Robert Paul Properties**
Berkshire Hathaway HomeServices



 [\(888\) 901-7716](tel:(888)901-7716)

 [imediatech.com](https://www.imediatech.com)

