

THE LUXER DIFFERENCE

Case Study



AMLI RESIDENTIAL

**PACKAGE MANAGEMENT
SOLUTIONS**
for Multifamily Communities

AMLI Residential came to Luxer One with the same package problem that many apartment properties face today. Their staff was spending numerous hours per week managing incoming resident packages, and when residents came to pick up their packages, their arrival interrupted prospect visits and disrupted the staff's work.

AMLI wanted a solution that emphasized scalability and flexibility, that was more robust than package tracking software, and less expensive than package lockers.

Luxer One created the Luxer Room automated package room solution that AMLI now has installed in 56 properties nationwide. Today, they are able to associate increases in positive ratings directly to their adoption of Luxer Room.

4.75%

Higher Package Delivery Score
than Kingsley Index Benchmark

56

AMLI Properties Live
with Luxer One

3.4%

Yearly Jump in Resident Satisfaction
with Package Delivery

CONCLUSION

With the ever-increasing demand for package management, property managers need more than just a product—they need a partner who understands their unique challenges. Luxer One has proven to be the solution that transforms package management into a seamless, stress-free experience

The results speak for themselves—properties equipped with Luxer One experience fewer complaints, smoother operations, and, most importantly, happy residents. With Luxer One, package management becomes a worry of the past, enabling property managers to focus on what truly matters—enhancing the resident experience.



100%
Package Acceptance



95%
72 Hour Resolution



99.9%
System Uptime



83
World Class NPS Score



Our experience with Luxer One has been a **TRUE PARTNERSHIP.** The team has been open to new ideas and incredibly helpful in providing ideas ranging from troubleshooting to **creative new solutions.**

Maria Banks | President & CEO
AMLI Management Co.