

How CCI resolves 67% of IT tickets using Robin by Atera

Real Estate / Property Investment Multi-site operation 8 IT staff USA (30+ states)

67%

of tickets resolved with Robin

200+

IT team hours saved monthly

36→10

hours to minutes first response time

4.6★

end-user satisfaction rating maintained

Solutions

- Atera Essentials Suite
- Robin

Challenges

- Technicians stressed and stuck in reactive mode
- High ticket volume, slow diagnostics
- Multi-site & remote IT complexity
- ~30 minutes of daily employee productivity loss

Benefits

- 24/7 AI support for every employee
- Tickets arrive fully contextualized
- ~3 hours saved daily per technician
- 1,000+ employee hours saved monthly

CCI is a national property management firm with over \$1 billion in assets under management, supporting a distributed workforce across more than 30 U.S. states. After bringing IT support in house under the helm of VP of Technology America Lucid, the lean team of eight faced growing ticket volumes, increasing operational complexity, and pressure to maintain fast response times in a highly regulated environment. They needed an all-in-one platform with AI capabilities that could scale with the business while reducing manual work and improving service delivery.

CCI implemented Atera's all-in-one platform and autonomous AI agent, Robin, as a first line of support to streamline diagnostics, gather context, and resolve common requests. The solution saved 30 minutes per ticket, reduced resolution times, and eliminated manual troubleshooting work, with tickets resolved instantly or reaching the IT team pre-diagnosed. The platform was easy to deploy and quickly rolled out organization-wide after a successful pilot.

"End users consistently engage with Atera's Robin as a first step, follow its guidance, and provide positive qualitative feedback, even when escalation is required," said Lucid.

Atera has enabled CCI to scale IT support without increasing headcount, improving both technician productivity and end-user satisfaction.

"I honestly love it... everything condensed into one platform... seamless," said Mohamed Jallah, a member of CCI's IT team.

With faster responses, reduced downtime, and less stress on the IT team, CCI now operates a more efficient, modern support model that can grow with the business while maintaining high service standards.

"Robin has transformed IT support at CCI. With instant ticket responses, we've shattered our IRT metrics, giving technicians back two or more hours every day."