

Transitioning Into a Distributed Workforce

AppealTrack and Golan Christie Taglia LLP



The challenge

COVID-19 forced American businesses to change in accordance with a number of new public health guidelines while navigating uncertain market conditions.

For many firms managing properties and appeals, this meant transitioning operations out of the office and into a work-from-home model due to the risk of maintaining in-office staff.



The solution

“We’d be jeopardizing the health of our employees to maintain in-office staff to help the others get the information they needed,” said Golan Christie Taglia LLP (GCT) Partner Don Rubin. “We’d have to have more staff in the office more often if we didn’t have access to the information through AppealTrack.”

For GCT, using AppealTrack meant productivity and professionalism were never at risk when the firm moved to a virtual office.

“The advantage was nothing stopped when we transitioned to working from home. We haven’t had to change the way we run our procedures and routines,” said Property Tax Group Manager Jason Kuether.

AppealTrack helped GCT’s tax team to easily transition into a primarily remote workforce. Because it was being used to manage client portfolios, file appeals, assign cases to staff, and manage tasks, the team’s work pace never slowed down.

“Without access to AppealTrack and being able to easily communicate about the status of clients’ properties, we would be in turmoil—particularly when we’re close to a deadline,” said Rubin.

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Don Rubin, Partner
Golan Christie Taglia LLP

We’re ready to talk.

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Accustomed to managing properties with hard-copy documentation alongside as reference materials, it didn’t take the team long to get used to working without paper files when GCT temporarily closed its office in spring 2020.

Learning to work from home had its challenges, but the firm felt its decision helped safeguard the health of its employees and their families.

“We’d have to have more staff in the office more often if we didn’t have access to the information through AppealTrack,” said Rubin.

Kuether agreed. “We’ve gone to work from home, but we’re on full operation.”

AppealTrack’s easy-to-use tools make appeal and portfolio management easier.



Better communication

Foster internal collaboration and strong client communication.



Seamlessly transition into a remote workforce

Maintain productivity no matter where your staff is working.



Deadline management

Tracks hearing dates, deadlines, and user-defined events.



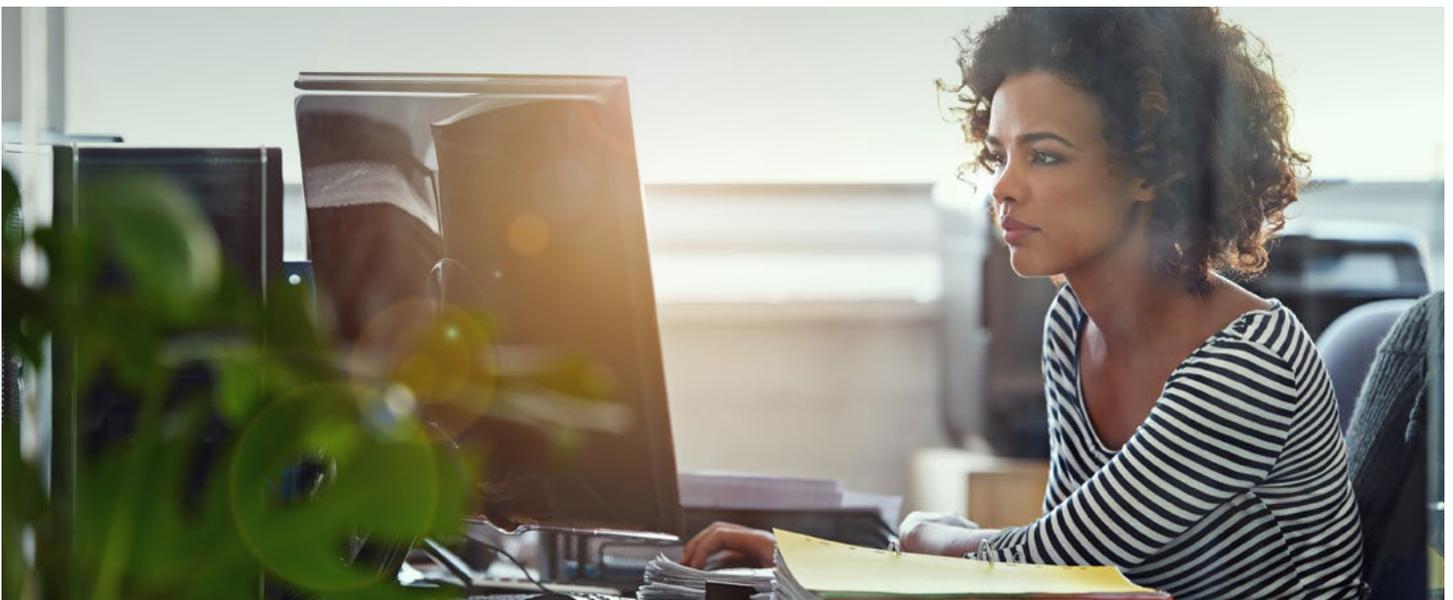
Document management

Creates a single database of appeal documents, accessible from anywhere.



Customizable reporting

Easy access into property and parcel values, tax payments, and more.



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