



Western Alliance Bank™
Alliance Association Bank
Alliance Bank of Arizona
Bank of Nevada
Bridge Bank
First Independent Bank
Torrey Pines Bank

Divisions of Western Alliance Bank. Member FDIC.

CLIENT STORY

Company:

IMC Resort Services

Industry:

Homeowner Association

High-Tech Advantage for Lowcountry HOA Leader

It turns out that technology is essential, even in a natural paradise like Hilton Head in South Carolina's famed Lowcountry. For IMC Resort Services, one key to ensuring the experience is nearly as perfect as the scenery for more than 10,000 condo owners is the seamless interface with Alliance Association Bank.

"We wouldn't be where we are without our bank," says Ron Fenstermaker, Chief Executive Officer, IMC Resort Services. "They bring us advanced systems that give us internal efficiencies, so we can focus on taking care of our properties and our customers."

IMC chose the bank because of its tech-forward solutions for community management companies. The bank's ConnectLive platform integrates with the industry-specific Village Management Software to automate the business' complex administrative infrastructure that handles billing, accounting and banking for each of its client communities.

Grounded in operational efficiency, IMC has been able to grow by emphasizing customer service, adding nearly 40 new communities for a total of 80+, since beginning its relationship

with Western Alliance's Alliance Association Bank in 2010. "IMC's commitment to excellence – backed by the strong productivity supported by our technology – has helped transform this market-leading company." Stacy Dyer, SVP, Alliance Association Bank



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Ron Fenstermaker, Chief Executive Officer
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