



# How Coral Lakes Association Strengthens Community Operations with Accruent EMS

**Learn how Coral Lakes Association moved beyond the risks of on-premises infrastructure to embrace cloud-based event management, gaining the stability, backup capabilities, and peace of mind required to keep a multi-association community running smoothly.**

[Coral Lakes Association, Inc.](#) operates from Boynton Beach, Florida, serving as a comprehensive residential community designed for active adults. The organization manages far more than typical property management. It coordinates:

- Multiple committees
- Special events
- Resident trips

Every activity flows through a single calendar system that touches nearly every resident's daily life.

The community's complexity demands precision. Hundreds of groups depend on accurate scheduling information. The social director and activity planning team must juggle competing requests across multiple clubhouse rooms, each with its own availability constraints. One scheduling error impacts the entire community, affecting residents, staff and volunteer leaders alike.

**1,372**  
Units

**7**  
Associations

**50+**  
Clubs

**2,500+**  
Residents

## The Challenge

Before migrating to the cloud, Coral Lakes operated on an on-premises EMS installation. The system worked well during normal operations, but it carried significant risks. When the system went down, the team discovered just how dependent they had become. Without access to the live database, staff couldn't:

- Book new events
- Edit existing ones
- Verify scheduled events

The printed calendars they relied on as backup quickly became outdated.

The vulnerabilities ran deeper than inconvenience. The organization had no way to view historical changes. If an event was canceled or moved, that information existed only in the live system. Once offline, staff couldn't determine which events had been rescheduled or why. For a community managing hundreds of groups and thousands of annual events, this represented a genuine operational crisis.

Laurel Kadouri, General Manager, felt the weight of this responsibility personally. "It's a responsibility to the community that we preserve that data. It falls on my shoulders," she explained. With 2,500+ residents depending on accurate scheduling information, the stakes were high. The organization needed a solution that would protect critical data while ensuring continuous access.

## The Solution: Migration to the Cloud

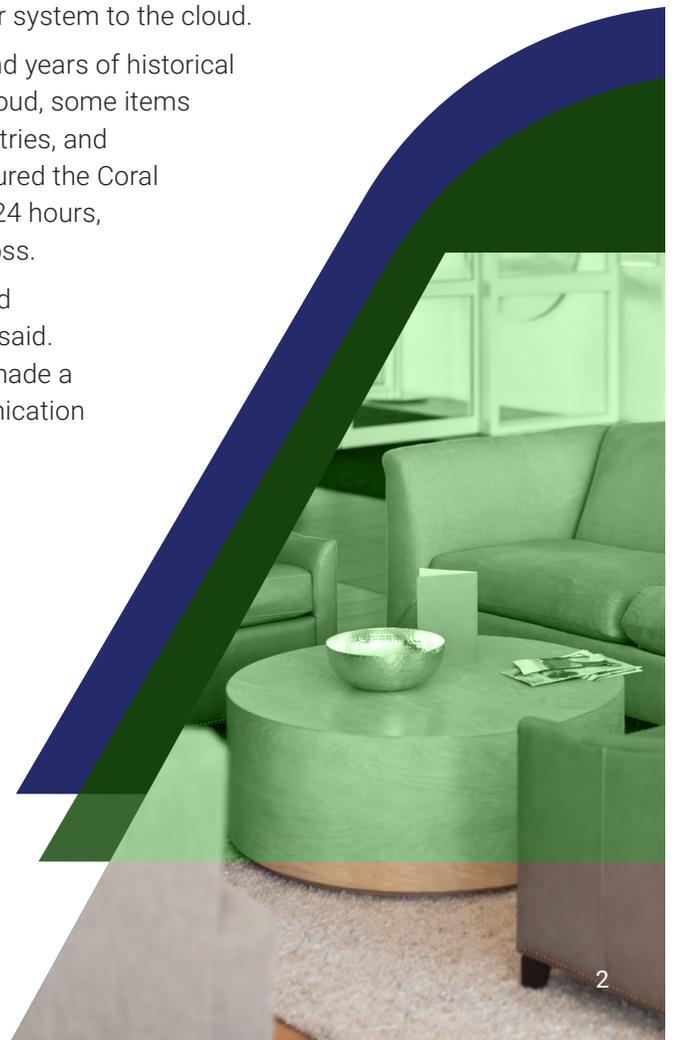
The decision to migrate came directly from operational necessity. Coral Lakes needed stability, backup capability and business continuity. The organization partnered with Pownet, its IT support provider, and worked with the Accruent team to move its entire calendar system to the cloud.

The migration wasn't without concerns. Moving thousands of events and years of historical data required careful planning. When the system first went live in the cloud, some items didn't transfer correctly. Data from earlier versions mixed with newer entries, and some icons weren't properly linked. Rather than panic, Accruent reassured the Coral Lakes Association team that all data was safe and recoverable. Within 24 hours, the team resolved the issue and restored the information without any loss.

Looking back at the full experience, Kadouri said the transition exceeded expectations. "It was a very smooth transition. Worth every penny," she said. She emphasized that the support she received throughout the project made a significant difference. What stood out most to Kadouri was the communication style. Accruent maintained constant updates, provided clarity at every step and ensured nothing came as a surprise during the process.

***"The communication was stellar. I kind of compare it to how astronauts communicate when they're up in space. It's over-communication just to make sure that everything is safe before it occurs."***

– Laurel Kadouri, General Manager



## The Results

The cloud migration delivered immediate and lasting benefits. For the Coral Lakes Association team, moving to the cloud provided a level of security and stability they had not experienced before. Knowing their data was backed up and protected brought a sense of reassurance that helped validate the entire transition.

Kadouri said the change was noticeable right away.

***“There’s a sense of relief that now if something occurs in the system, we have protections in place.”***

– Laurel Kadouri, General Manager

The practical improvements also streamlined daily operations.

- Staff can now sort events by club, room, or date with ease.
- Moving an event from one date to another requires a simple drag-and-drop rather than deleting and recreating the entire entry.
- The system exports seamlessly to Excel, their website, and their community magazine, eliminating manual data entry and reducing errors.

The impact extends throughout the organization. The social director discovered features she didn’t know existed, including the ability to set up multiple rooms simultaneously. Multiple staff members now have access to the system, creating a balance between accessibility and accuracy that has eliminated many scheduling conflicts.

Residents benefit from cleaner, more current calendars. Private events can be hidden from public-facing materials while remaining visible to staff. The community magazine now reflects accurate, up-to-date information. Everything feeds into one central system that serves as the operational backbone.



*"It's a backup for us that it's in the cloud. That's really the biggest thing. It's a safety feature because we have too much data in there. We really rely on EMS for our daily operations."*

– Laurel Kadouri, General Manager

## Future Plans with Accruent EMS

Coral Lakes recognizes they've only scratched the surface of what EMS can do. Kadouri expressed interest in exploring additional integrations with other platforms and taking advantage of features the team hasn't yet discovered. She plans to pursue educational courses to fully leverage the system's capabilities.

The organization understands that EMS represents more than a scheduling tool. "EMS is really at the heart of our operations. It's a critical piece," Kadouri emphasized. As the community continues to grow and evolve, the system will grow with it, supporting new initiatives and serving as the foundation for operational excellence.

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