

Prior Challenges

Johan Lourens is the General Manager for Eden Crest Vacation Rentals, an affiliation of companies that work together to provide the highest level of vacation rental management services. Since 2004, Mr. Lourens and his team oversee 150 plus luxury Smoky Mountain cabin rentals in their portfolio. Prior to working with VacayHome Connect, Eden Crest made multiple unsuccessful attempts to distribute their short-term rental inventory on the major distribution channels. Connecting to the channels directly, along with using other 3rd party channel managers, proved to be difficult and inefficient. It became frustrating after many unsuccessful attempts to generate OTA bookings.

Property manager of over 150 luxury cabins desired to distribute inventory on multiple distribution channels



Attempted to manage internally direct to channels but found the process too time-consuming and frustrating



Tried various other channel managers but with unsatisfactory results



Issues included lack of support and insufficient amount of bookings

VacayHome Solution

After implementing the VacayHome Connect Distribution Solution, Eden Crest Vacation Rentals has now been able to diversify and expand their properties reach and revenue production. Eden Crest properties are now seamlessly connected to highly productive distribution channels.



We have found VacayHome Connect to always be receptive, along with being a truly trustworthy and fruitful partner.



JOHAN LOURENS

The Results

With the successful partnership with VacayHome Connect in place, it has allowed Eden Crest Vacation Rentals even more time to focus on customer satisfaction and homeowner acquisition. The bottom line for Eden Crest Vacation Rentals is that growth continues with a projection of a 30% plus increase this year.

"From the initial on-boarding questions asked, I knew that VacayHome Connect had a much better grasp and firm understanding of what was needed to manage the complexities of the distribution environment."

JOHAN LOURENS
Eden Crest Vacation Rentals
<http://edencrest.net>



VacayHome Connect is focused on ensuring vacation rental property managers increase their revenues by connecting them to the best and most effective array of sales channels available and by delivering solutions and trusted, personalized services that help them generate bookings for their properties efficiently and easily.