



Case Study: Durango TurnKey Services & IrisCX for Remote Property Inspections



Overview

Durango Turnkey Services, a trusted name in property turnover, partnered with IrisCX to elevate its inspection process and deliver faster, higher-quality service to real estate investors and property managers. Operating in fast-moving rental markets, Durango needed a scalable way to ensure consistency, transparency, and operational efficiency across their home turnover service.

Challenge

Like many in property management and construction, Durango faced common industry challenges: inefficient inspection workflows, inconsistent documentation causing estimate delays, limited team visibility at scale, and difficulty standardizing turnover across unit types. Without a unified system, maintaining quality while managing growth across regions became increasingly difficult.

Solution with IrisCX

Since January 2025, Durango has leveraged the IrisCX platform to modernize how property inspections are executed, shared, and actioned.

1. **Async Video with Smart Prompts:** Using asynchronous video capture, Property Managers (PMs) can record guided video inspections. Customizable prompts built into the experience walk PMs through standardized checklists for various unit types. This ensures consistent data capture, even when conducted independently.
2. **Multi-Level Permissions:** IrisCX supports tiered access, helping teams work more efficiently while protecting sensitive data:
 - **Expert-Level Accounts** for individual PMs; lets them track their own submissions and progress.
 - **Observer Accounts** for leadership—offer high-level visibility across all properties. Supervisors can quickly assess unit conditions, make informed judgment calls on next steps, and reduce the need for PMs to revisit units for additional documentation.
3. **AI Task Management:** IrisCX auto-generates inspection summaries and tasks, replacing manual notes and data entry. Each task, enriched with insights like damage type, images, video snippets, and next steps, supports estimate creation.

Impact

Adopting IrisCX has transformed Durango's operations:

- **Removed Workflow Bottlenecks:** Teams no longer wait for unit notifications—completed inspections are delivered directly, eliminating an entire step and accelerating project timelines.
- **High-Volume, High-Quality Inspections:** 230 inspections were successfully completed in Q1, maintaining consistent quality while scaling operations to meet growing demand.
- **Consistent Execution:** Guided video prompts ensure standardized, thorough inspections across all unit types and turnover scenarios.
- **Higher Completion Rates:** 80% of inspections were completed in Q1, with a 91% completion rate in March, accelerating project readiness.
- **Greater Visibility:** Observer accounts give leadership real-time insights into field activities, improving decision-making and oversight.

Durango's Perspective

"IrisCX has been a game-changer—PMs can record high-quality inspections in real time, guided by checklists that ensure nothing is missed. And with custom permissions, every stakeholder has access to just what they need—from PMs to Supervisors. It's given us speed and structure without adding complexity." - Nick S, Founder & CEO of Durango

Conclusion

Durango Turnkey Services' integration with IrisCX showcases how thoughtful tech adoption can modernize operations, reduce delays, and align teams. With features like asynchronous guided video, AI-enhanced workflows, and customizable permissions, Durango has set a new benchmark in property turnover excellence—delivering clarity, accountability, and performance at scale.



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Before:

"For every nine minutes of inspection, we were spending 90 minutes on travel and setup, which was pure overhead."

"Before Iris, we had to wait for the property to have us come onsite, complete and review the inspection, which took up to 3 or 4 days - all of that wasted time is gone now"

"We had to hire people geographically close to properties just to avoid spending hours on the road—adding more staff just to handle the commute."

"We were inspecting a unit using a physical checklist. We didn't have a way to capture the scopes for hundreds of units at the same time"

"We can't reliably guarantee turnaround times because work orders often require additional change orders, which delays the process."

"We were spending hours sifting through photos and emails to verify what was actually done"

On IrisCX:

Now, we're closing all those gaps with IrisCX—everything is documented on video, so there's no back and forth or missed scope."

"Our partners are using IrisCX because it makes creating digital inspection records fast and easy—so much so that it's now mandated across all their North Carolina properties"

"Our team can now handle inspections from anywhere without the travel, cutting that 90-minute commute to zero."

"We can catch issues early, get quick approvals, and avoid costly rework—all from the initial walkthrough video."

"We've expanded our portfolio from 3 to 7 and are now serving 2,500 to 3,000 units"

"With Iris, we get live feedback and see what they're seeing, so we can better manage their workflow in real time."