



PROVEN PROCESS

Vantaca's Proven Process is designed to help your organization make a smooth software transition. We are here every step of the way to make sure your goals are met.

WE WORK TOGETHER

Your Team + Our Team

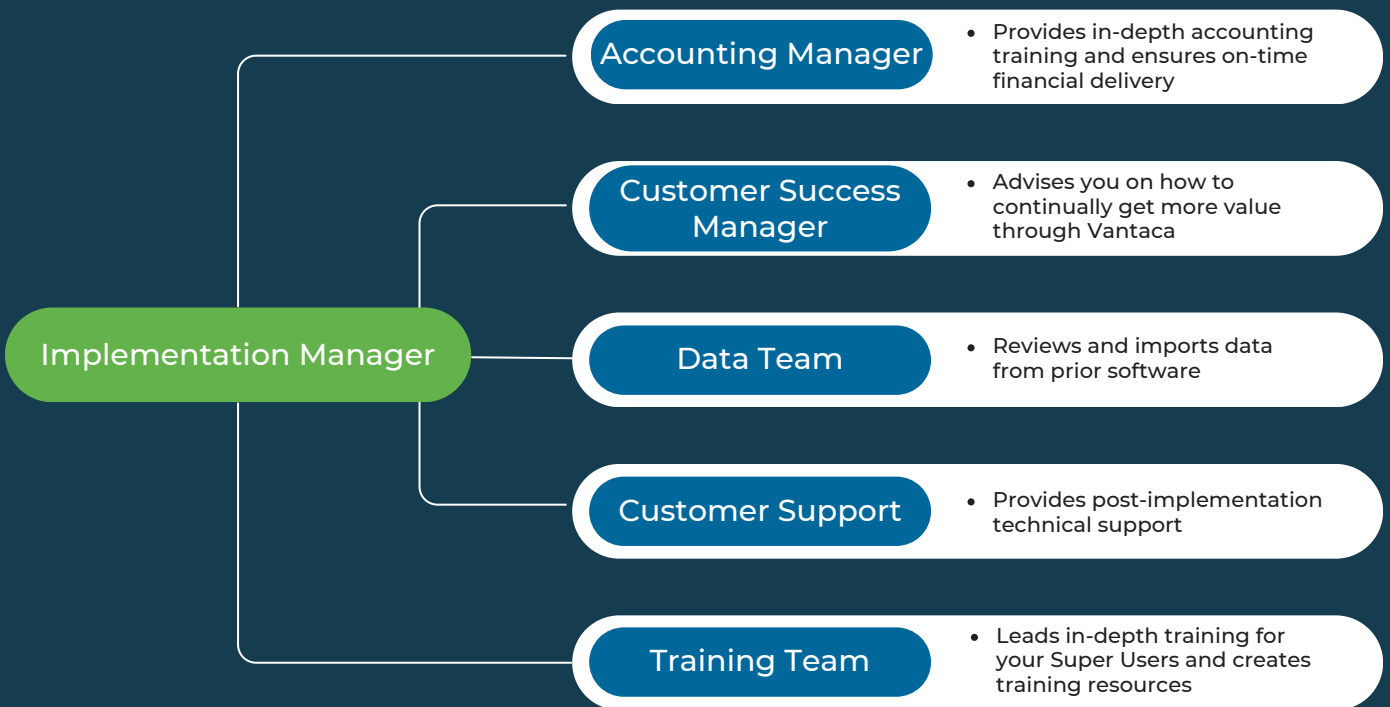


SUPER USERS

Super Users are a small group of your employees that dive deep into learning and configuring the software with us. We work closely with your Super Users to ensure the software aligns with your organization's needs and is leveraged to its fullest potential. They receive in-depth training from Vantaca experts.

VANTACA'S CHANGE MANAGEMENT TEAM

Vantaca's Change Management Team leads you through your software transition. Our team has vast experience aiding hundreds of community association management companies through software transitions, combining technical expertise and change management knowledge.



Implementation + Onboarding Process



KICKOFF

Your implementation begins with a kickoff call between Super Users and the Vantaca Change Management Team. We introduce the teams, review the project plan, set goals, and align expectations for a successful transition.

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SOFTWARE CONFIGURATION

We provide best practice workflows and help you modify them as needed. Our team sets up integrations with your bank and 3rd party partners. We can also offer custom process mapping and an onsite software configuration workshop.



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DATA MIGRATION

We handle the import of essential data types such as association lists, service providers, bank reconciliations, homeowner beginning balances, and more. Your team uploads files in an approved format, which Vantaca then reviews, audits for accuracy, and gets your sign-off.

EMPLOYEE TRAINING & PRACTICE

We offer on-demand courses through Vantaca University, training webinars, hands-on practice in test associations, and access to the Vantaca support library and online Vantaca Community. We ensure your employees are confident in the software before go-live.



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CUSTOMER COMMUNICATION



We offer a template library for updating board members and homeowners about any changes, new features, or processes. Our automation and communication tools facilitate easy mass communication to keep your customers informed.

Implementation + Onboarding Process



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GO-LIVE REVIEW

A comprehensive Pre Go-Live review ensures the software is ready for launch, mitigating potential issues and offering peace of mind.



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BACK TO BUSINESS

Our post-launch support includes specialized support hours and dedicated financial packet assistance to ensure ongoing precision and efficiency. We report your financial delivery status weekly to the Vantaca executive team and manage a detailed financials tracker to ensure on-time production.

GO-LIVE! 7

We monitor closely and conduct daily check-in calls over the first few weeks to ensure all critical processes run smoothly.



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INTRODUCTION TO CUSTOMER SUCCESS

Our Customer Success program is grounded in the belief that our success is intertwined with yours. You will have a dedicated Customer Success Manager who will guide, advise, and support you throughout your time as a Vantaca customer.



WE ARE ALWAYS AVAILABLE TO SUPPORT YOU!

We respond to customer calls within one hour

99.99%
System Availability

We resolve most issues within a day