

CASE STUDY

Around the Clock Management Cuts Payment-Related Calls to Zero with Vantaca Pay

INTRODUCTION

For over 32 years, Around the Clock Management has been a trusted property management company serving communities in the Seattle area. Jenny Allyn, Director of Operations, oversees the company's day-to-day operations, ensuring seamless financial processes and homeowner satisfaction.

With a portfolio of 10,000+ homeowners, Jenny and her team faced increasing challenges with payment processing—delayed postings, high call volumes from concerned homeowners, and manual check processing were creating inefficiencies for both staff and residents.

20%
REDUCTION IN A/R
WORKLOAD

ELIMINATED
PAYMENT DELAYS

ELIMINATED
PAYMENT-RELATED
CALL VOLUME

After implementing Vantaca Pay, Around the Clock Management eliminated payment delays, reduced call volume to zero, cut accounting workload by 20%, and reduced inspection times by 50%—all while significantly improving homeowner satisfaction.

THE CHALLENGE: INEFFICIENCIES IN PAYMENT PROCESSING

Before switching to Vantaca Pay, Jenny's team at Around the Clock Management struggled with several key issues. Payments often took up to two weeks to clear, creating confusion and leading to an influx of homeowner inquiries. The team was handling 10-15 payment-related calls per week, with homeowners seeking updates on their payment status, questioning fees, or reporting missing checks. The call influx slowed down response times and diverted staff from more critical tasks.

Many homeowners were still relying on manual check drop-offs in the office, adding unnecessary complexity to the payment process. This not only increased administrative time spent on reconciliation but also made tracking payments more difficult. Additionally, payments were processed through nonintegrated banking partners, which sometimes limited real-time visibility for staff and homeowners, leading to frustration over tracking and timing of transactions.

With 10,000 homeowners to support, Jenny and her team needed a solution that would eliminate delays, reduce unnecessary calls, and make payments easier and more transparent for everyone involved.



“Homeowners love the real-time tracking and transparency—it’s made a noticeable difference in their satisfaction. Plus, the reduction in calls and time savings for our accounting staff have been huge for us.”

Jenny Allyn

Around The Clock Inc. CRMC

THE SOLUTION: VANTACA PAY – INSTANT, TRANSPARENT, AND HASSLE-FREE PAYMENTS

After learning about Vantaca Pay, Jenny saw an opportunity to streamline payment processes and eliminate these pain points. The most immediate and noticeable improvement was fast payment processing, which ensured that homeowner transactions were posted within the same day rather than weeks later. This not only reduced homeowner frustration but also virtually eliminated payment-related phone calls to the management office.

The transition to Vantaca Pay introduced real-time visibility for homeowners, allowing them to access their payment history and transaction details through the online portal without needing to call the management office. This self-service feature increased transparency and trust while greatly improving overall homeowner satisfaction.

A significant shift also took place in how residents paid their dues. With Vantaca Pay's ACH/EFT option, more homeowners transitioned from manual check payments to automated online transactions. This reduced the volume of paper checks coming into the office, cutting the time spent on manual payment reconciliation and improving overall efficiency.

For Jenny's team, the impact of Vantaca Pay was immediate. The accounting department saw a 20% reduction in administrative workload, as they no longer had to field payment-related inquiries or manually process checks. Additionally, Jenny noted that the transition to Vantaca Pay was so seamless that her team "hardly even noticed it happened," aside from the instant improvements in efficiency.

As part of a broader operational shift, inspection times were reduced by 50%, allowing the team to allocate more resources to proactive community management rather than time-consuming administrative tasks.

Jenny emphasized how impactful the switch has been for both homeowners and her internal team, stating, "Homeowners love the real-time tracking and transparency—it's made a noticeable difference in their satisfaction. Plus, the reduction in calls and time savings for our accounting staff have been huge for us."

THE RESULTS: FASTER PAYMENTS, HAPPIER HOMEOWNERS, AND GREATER EFFICIENCY

With Vantaca Pay in place, Around the Clock Management has significantly improved operational efficiency. The accounting team now spends 20% less time on administrative tasks, allowing them to focus on more impactful work. Homeowners have embraced the ease of real-time payment tracking and seamless online transactions, leading to a noticeable increase in satisfaction.

The efficiencies gained extend beyond payment processing—inspection times have been cut in half, freeing up resources for proactive community management. With fewer manual tasks and a more streamlined workflow, Jenny and her team have been able to enhance service quality while reducing stress for both staff and residents.

Reflecting on the transformation, Jenny shared, “With Vantaca Pay, payments happen instantly, reducing stress for both homeowners and our staff. Our call volume went from double digits to zero, and our accounting team has saved 20% of their time. The implementation was seamless, and we couldn’t be happier.”