

CASE STUDY

REVOLUTIONIZING PROPERTY MANAGEMENT: BRIGS, LLC'S SUCCESS STORY WITH VANTACA

BRIGS, LLC

ESTABLISHED: 1994

LOCATION : BOSTON, MA

PORTFOLIO: CONDOS, APARTMENTS, INVESTOR SERVICES, MAINTENANCE, REMODELING

BRIGS, LLC manages over 200 properties and 14,500 units in the New England region. To better understand how BRIGS uses Vantaca's Community Association Performance software to automate back-office tasks and provide outstanding service to their customers, we chatted with Scott Wolf, founder and CEO. Keep reading to hear his story.



UNITS
MANAGED
14,500+



TEAM
SIZE
120



CUSTOMER
SINCE
2019

BRIGS, LLC, a leading property management company in the greater New England region, has built a reputation for delivering exceptional service and operational efficiency. With their commitment to creating well-run spaces and their impressive portfolio of over 200 properties, totaling more than 14,500 units and exceeding \$500 million in assets, BRIGS, LLC has become a trusted name in the industry.

A LEGACY OF EXCELLENCE

Founded in 1994 by Scott Wolf, BRIGS, LLC started as a small property management company with a staff of four managing 200 units. They had a visionary goal – to create well-run spaces that people loved to call home. Their dedication and commitment to delivering exceptional service led to exponential growth over the years. In recognition of their outstanding performance, BRIGS was honored with the prestigious Management Company of the Year award from the CAI New England Chapter not just once, but twice. This accolade solidified their position as a trusted leader in the property management industry.



THE CHALLENGES AND THE QUEST FOR A SOLUTION

Despite their impressive track record, BRIGS faced challenges with their existing community management software. Inadequate customer service and a need for streamlined accounting processes were hindering their growth potential. Determined to overcome these obstacles, BRIGS embarked on a search for a comprehensive software solution that would align with their vision and provide unparalleled support. BRIGS discovered Vantaca at a tradeshow. Impressed by Vantaca's capabilities and commitment to client success, BRIGS saw an opportunity to transform their operations.

FEATURES	VANTACA	LEGACY SOFTWARE
CLOUD-BASED	✓	✗
ROBUST BANKING AND TECHNOLOGY INTEGRATIONS	✓	✗
FREQUENT SOFTWARE IMPROVEMENTS	✓	✗
PERSONALIZED CUSTOMER SUPPORT	✓	✗
BUILT-IN AUTOMATED WORKFLOWS	✓	✗
FULLY AUTOMATED ACCOUNTS PAYABLE	✓	✗
NATIVE MOBILE APP	✓	✗
COMPREHENSIVE HOMEOWNER PORTAL	✓	✗



ONBOARDING AMIDST UNCERTAINTY

In 2019, BRIGS made the strategic decision to implement Vantaca as their community management software solution. However, early in 2020, a new acquisition coincided with the onset of the COVID-19 pandemic, introducing unexpected complexities to their transition process. Despite these challenging circumstances, Vantaca proved their adaptability and commitment to customer success. They increased their communication efforts with the BRIGS team, ensuring a smooth and seamless transition during uncertain times. The collaboration and close partnership between both teams laid the foundation for a successful onboarding experience.

A PARTNERSHIP ROOTED IN EXCELLENCE

The onboarding process with Vantaca showcased the power of collaboration and accountability. BRIGS was assigned dedicated specialists who guided them through every step of the transition, from data migration to education and onboarding. Weekly meetings fostered a strong and transparent communication channel, allowing for the establishment of seamless client interactions. Vantaca's proactive and open approach proved invaluable, as they continuously sought to understand BRIGS' unique needs and exceed their expectations.



SCOTT WOLF, FOUNDER & CEO, BRIGS

"It goes beyond the software; it is the people. I do believe that Vantaca has spent a great deal of time and effort on their staff and their people. With Vantaca, they are a true partner. They work with us to help us grow our business and help us provide the best for our clients. From my standpoint, it's a community and they are working together with us to be make us the best we can be and make them the best they can be."

TRANSFORMATION AND TANGIBLE RESULTS

Vantaca provided BRIGS, LLC with a centralized platform to manage their entire property portfolio seamlessly. The cloud-based software proved to be a major benefit for BRIGS, especially during the COVID-19 pandemic when remote work became essential. Vantaca provided their team with the advantage of flexible work from any location, ensuring that the transition to remote operations was seamless and did not cause any downtime.

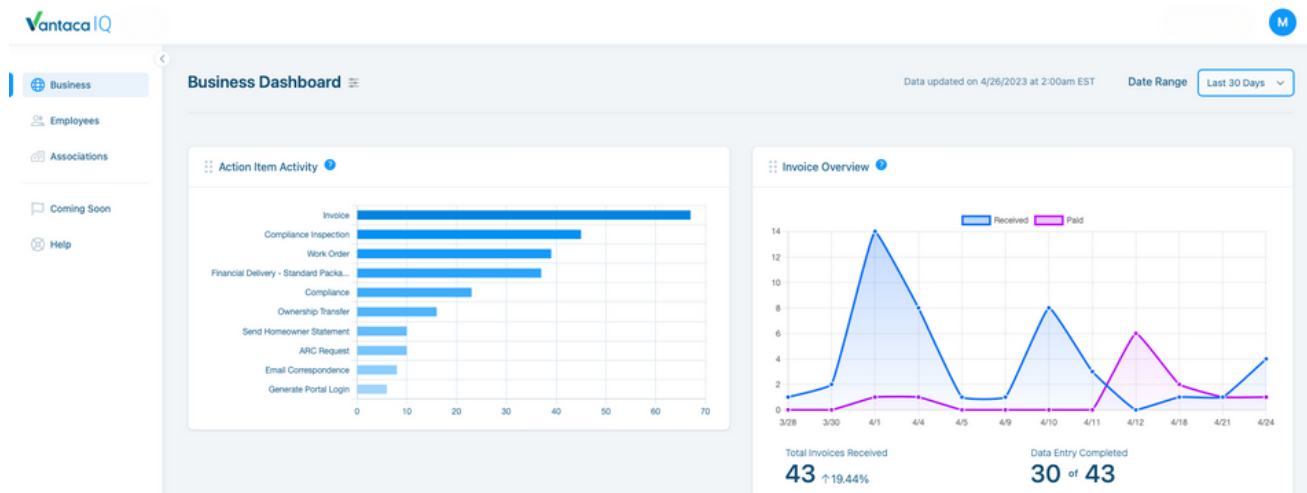
Since implementing Vantaca, BRIGS has experienced a remarkable transformation in their operations and productivity. With the ability to access property information, track maintenance requests, and monitor financials in one unified system, BRIGS experienced a significant reduction in manual administrative tasks. Productivity has soared, thanks to more automation in operational processes, collections, and financial workflows. These efficiency and productivity gains have allowed them to focus more on strategic initiatives and delivering exceptional service to their clients.

UNLEASHING THE POWER OF DATA AND ANALYSIS

In 2023, Vantaca launched Vantaca IQ, an integrated business intelligence tool for association management. Scott Wolf was quick to utilize it for his company. One of the most significant recent advantages of partnering with Vantaca for BRIGS has been gaining access to actionable data and powerful analytics. Vantaca's robust reporting capabilities and real-time data insights are empowering BRIGS to make more data-informed decisions. BRIGS is better able to evaluate the performance of their teams, compare clients, and identify areas for improvement. This level of analysis enables BRIGS to assess client suitability, enhance response times, provide better support to boards and property owners, and boost employee productivity.



"I love being able to have the information to be able to really look at my business and work on the business, which we never had. [Before] we were pulling from so many different areas to get that data and try to figure out: Is this client the right client? Is this employee really being productive? Now instead of making assumptions, we can look and really analyze and compare different properties and different individuals on the same basis."



The BRIGS team and Vantaca have unlocked the power of collaboration and data-driven decision-making. With Vantaca's comprehensive platform, BRIGS can delve deep into their business, analyze critical data, and work on strategic initiatives. From evaluating client suitability to enhancing employee training, the possibilities are limitless.

A PARTNERSHIP THAT TRANSFORMED PROPERTY MANAGEMENT

BRIGS' partnership with Vantaca has redefined their approach to property management. Through the adoption of a comprehensive software solution and the establishment of a true partnership, BRIGS, LLC unlocked new levels of operational efficiency, customer satisfaction, and business growth. Vantaca's commitment to excellence, combined with BRIGS' unwavering dedication to creating well-run spaces, has created a formidable force in the industry. As they continue to evolve and expand their reach, BRIGS stands as a shining example of how the right technology, coupled with a people-centric approach, can revolutionize property management and set new standards of excellence in the industry.