

CASE STUDY

Consolidating for Success:

Beacon Management Services' 150% Portfolio Growth by Streamlining Their Software with Vantaca



Beacon
Management Services

ESTABLISHED:2011

LOCATION:Georgia

150%
Portfolio Growth

Beacon Management grew from managing 120 associations to over 300 after implementing Vantaca

CONSOLIDATING FRAGMENTED SYSTEMS FOR IMPROVED EFFICIENCY

When Shari Hopkins joined Beacon Management Services in January 2016, the company was using multiple systems to handle its property management, accounting and operational tasks. These systems were disjointed and included different platforms for accounts receivable (AR), violations, homeowner portals, and more.

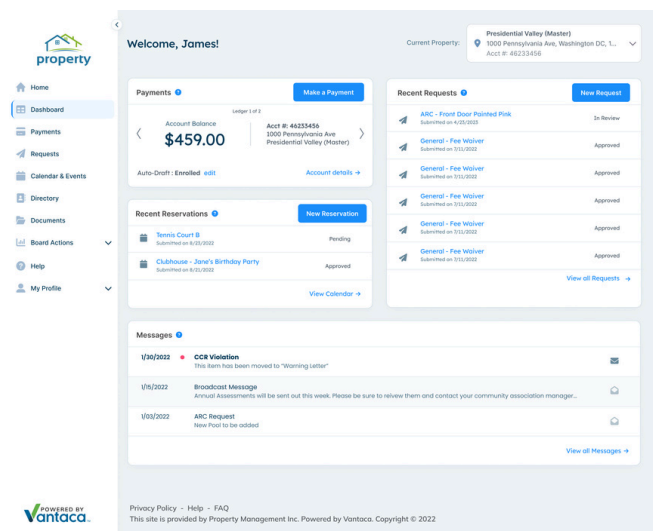
“We were using a whole bunch of different systems... systems, systems, systems,” Hopkins recalled. This created inefficiencies in their day-to-day operations, as the team had to navigate various softwares and workflows to manage different aspects of the business.

By 2019, Beacon was managing 120 associations with over 20,000 doors, and the fragmented systems were starting to create more delays and hinder productivity. After a brief departure from the company, Hopkins returned to Beacon, stepping back into her role as Vice President of Operations just as Beacon was transitioning to Vantaca, which promised to consolidate everything into one platform to increase efficiency and improve the overall homeowner experience.

VANTACA: AN INTEGRATED PLATFORM

Beacon fully implemented Vantaca in May 2019, and Hopkins became one of the key super users responsible for the transition. The most impactful change was moving to a unified platform where everything—from accounts receivable to homeowner communications—could be managed in one software.

A major improvement came with **Vantaca Pay**, the accounts receivable feature that allows homeowners to pay their invoices directly through the Vantaca Home portal. Hopkins and her team were excited by the seamless integration: “The convenience of having everything under one roof with Vantaca has made a significant difference in how we operate.” Vantaca Pay provided a streamlined, secure way for homeowners to manage their payments without having to log into separate portals, dramatically improving the user experience.



With **Vantaca Home**, the updated homeowner portal, Beacon gave homeowners a single point of access to handle everything from payments to ARC requests to violations. “Homeowner experience has definitely been important to us, and we’ve seen the difference it’s made,” Hopkins shared. Vantaca Home delivered an experience far superior to the older systems Beacon had used, and homeowners quickly noticed the improvements.

Additionally, **Vantaca IQ** provided Beacon with the ability to monitor performance metrics and gain critical insights into their operations. Hopkins and Beacon’s CEO relied heavily on Vantaca IQ to track key data points across the business: “He lives in IQ, analyzing metrics and the business side of things,” she explained. Using IQ’s robust reporting features, Beacon was able to spot trends in areas like response times, work order completion rates, and homeowner satisfaction. This allowed them to focus resources on their most important associations. By taking a data-driven approach, the team could proactively resolve issues for their top-tier clients, ensuring these key accounts consistently received the highest level of service, whether through faster resolutions or more personalized communication.

EFFICIENCY AND GROWTH WITH VANTACA

Since implementing Vantaca, Beacon Management has achieved several key results:



One Unified Platform: One of the most significant benefits Beacon experienced was having everything consolidated in a single platform. With Vantaca, there was no longer a need for multiple logins or fragmented workflows. “We used to have to jump between different softwares, but now it’s all in Vantaca—everything we need is right there,” Hopkins explained. This consolidation made it easier for both staff and homeowners to navigate the platform, ultimately saving time and reducing complexity.



Improved Homeowner Experience with Vantaca Pay and Vantaca Home: Homeowners now have a smoother, more secure way to make payments thanks to Vantaca Pay. The integrated Vantaca Home portal allows them to easily make payments, review transaction histories, and manage requests, all from one interface. Hopkins emphasized how this has simplified things for their clients: “Single sign-on has been perfect—it’s more secure, and homeowners appreciate that they don’t have to jump between different portals anymore or worry about late payments or even about paying the incorrect balance with a check.”



Efficiency Gains through Automation: By consolidating their operations into Vantaca, Beacon was able to streamline many of their manual processes. Hopkins highlighted the difference Vantaca’s automation features have made, particularly with homeowner payments: “The auto-reconciliation allows our team to be more efficient, especially with reconciling bank accounts. It’s made a huge difference.” These improvements have allowed Beacon to maintain a high level of service without needing to drastically increase their staff as they grow.



Data-Driven Decision-Making with Vantaca IQ: With Vantaca IQ, Beacon’s leadership team can track operational performance and ensure that their clients receive the attention they deserve. Hopkins noted how IQ helps them manage client tiers, explaining: “We’re able to check that we’re meeting the needs of our platinum clients first, which is key to our business.”



Seamless Growth: Since implementing Vantaca, Beacon Management has experienced a 150% increase in their portfolio, growing from managing 120 associations to over 300. Despite this rapid growth, they haven’t needed to add additional staff because of the operational efficiencies Vantaca provides. “We’ve expanded, but the automation allows us to do more with less,” Hopkins said.

BEACON MANAGEMENT'S RESULTS WITH VANTACA

Vantaca has transformed Beacon Management by providing a single, comprehensive platform that simplifies operations, improves homeowner experiences, and drives efficiency. Hopkins summed up the impact of the software: "Vantaca has made everything easier—having everything under one roof, from payments to requests, has really helped us scale and provide a better experience for our clients."

Hopkins also praised Vantaca's ongoing development and responsiveness to user feedback: "Vantaca was built by people who know the industry... and they listen to their users. It has a story and a history, and I really like that. They take feedback and use it to improve the software, which is something you don't see with other platforms."

