

CASE STUDY

How HOALiving Transformed Operations with AI Agents

HOALiving, a large-scale community management company, needed a better way to scale operations without adding overhead. Manual A/P and A/R processes, inefficient email handling, and staffing constraints limited growth. With HOAi, they unlocked new levels of productivity, saving 1,400+ hours in just 90 days and reallocating two full-time staff to higher-impact work.



Sarah Crawford Spanel,
Chief Business Officer,
HOALiving

AI IN ACTION: HOALIVING SAVES 1,400+ HOURS WITH HOAi

Before implementing Vantaca powered by HOAi, HOALiving faced significant challenges common to many community association management companies:

- Thousands of invoices processed manually
- Customer service teams buried in spam email triage
- Administrative staff bogged down with repetitive A/R tasks
- Inefficiencies that limited time for strategic client service

"HOAi is changing the way we think about our best practices and how we provide services. We're working smarter, reclaiming valuable time and reimagining roles without the fear and friction that usually comes with big change."

- Sarah Crawford Spanel, Chief Business Officer, HOALiving

HOAi FOR ACCOUNTS PAYABLE: 95% AUTOMATED

After deploying HOAi's AI-powered A/P agent, HOALiving automated nearly all invoice processes:

- Data entry and invoice coding
- Vendor matching and approval routing
- Exception handling

Results:

- 95% of invoices fully automated
- Invoice data entry time cut by 90%
- Freed accounting staff for strategic financial analysis

HOAi FOR ACCOUNTS RECEIVABLE: 67% AUTOMATED

HOALiving also leveraged HOAi's A/R capabilities to reduce staff workloads and improve efficiency:

- AI now processes payments
- Manages delinquency follow-up and communications
- Performs account reconciliation

Results:

- 67% of A/R action items handled by AI
- Increased accuracy and turnaround times
- Reallocated two full-time team members to higher-ROI roles

HOAi FOR CUSTOMER SUPPORT: ELIMINATING THE INBOX OVERLOAD

The customer service team was spending excessive time filtering spam and manually managing homeowner inquiries. HOAi's support workflows eliminated over **1,000 spam emails per week**, allowing the team to focus on delivering exceptional service.

A STRATEGIC SHIFT, NOT JUST AUTOMATION

What set HOALiving's transformation apart was the company-wide operational rethinking. By eliminating bottlenecks across departments, they were able to scale without adding headcount.

"It's not just about automation. HOAi helped us reimagine how our entire operation runs—from workflows to roles to long-term growth strategy."

— Sarah Crawford Spanel

SCALABLE GROWTH, WITHOUT GROWING HEADCOUNT

Before Vantaca, powered by HOAi:

- Growth meant hiring more staff
- Manual processes slowed operations
- High overhead and burnout risks

With Vantaca, powered by HOAi:

- AI handles repetitive and multi-step work
- Same team manages a larger portfolio
- Reduced costs and improved margins
- Faster onboarding and staff ramp-up

WHY IT MATTERS: THE COMPETITIVE ADVANTAGE

By transforming operations with HOAi, HOALiving is now positioned to:

- Deliver faster, error-free service
- Build stronger client relationships
- Improve profitability
- Future-proof operations against staffing challenges

HOALIVING'S AI SUCCESS BY THE NUMBERS (90 DAYS):

1,400+

hours saved

95%

A/P automated

90%

reduction in data
entry time

67%

A/R automated

1,000+

spam emails
eliminated weekly

2

team members
reallocated to
strategic roles

