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CASE STUDY

Lang Management: Unifying Operations with Vantaca

THE CHALLENGE: DISCONNECTED SYSTEMS & ADMINISTRATIVE BURDEN

Lang Management has been a leading property management company in Florida for over 44 years. Prior to Vantaca, Lang experienced challenges with disconnected systems that created bottlenecks. Community managers spent countless hours on manual tasks like tracking invoice documentation and pursuing approvals, while vendors endured lengthy payment cycles. The lack of integrated communication between departments further compounded these challenges, creating unnecessary workload and frustration for staff at all levels.



COMPREHENSIVE INTEGRATION

Vantaca's all-in-one system eliminated the need for multiple platforms and dramatically reduced manual tasks. By consolidating communication, accounting, and client interaction into one system, Lang Management was able to eliminate inefficiencies and standardize workflows across departments.

85%

**Reduction in
administrative
workload**

Vantaca's robust banking integrations significantly increased the speed of financial preparation, allowing teams to compile reports and process transactions in a fraction of the previous time. This holistic integration meant that all teams operated from the same source of truth, saving time and reducing errors. As a result, managers reported saving up to 85% of their time thanks to platform consolidation.

ENHANCED ACCOUNTABILITY AND TRANSPARENCY

With the implementation of Vantaca IQ, Lang gained real-time tracking across departments. This feature increased transparency and allowed staff to be more responsive and accountable. The visibility provided by IQ empowered team members to act proactively and make faster, data-driven decisions.

"We saved several days per week, particularly during board meeting preparations." – Lisa Littman

THE SOLUTION: A UNIFIED, REAL-TIME PLATFORM

To streamline and modernize their operations, Lang implemented Vantaca. The result: massive time savings, improved visibility, and streamlined workflows.

MEET THE TEAM



FINANCIAL AUTOMATION AND SECURITY

Lang's accounts payable processes experienced a major upgrade with the use of Vantaca Pay and Invoice Pay. The automated workflows improved accuracy, reduced human error, and enhanced transaction security. With live data readily available and coordination between departments simplified, accounting operations became faster and more reliable.

Michelle Williams reported a notable staffing shift due to automation.

"We went from three A/P customer service reps to just one person handling everything."

Additionally, the use of direct scanning improved time management in the A/P department.



"It coordinates between property management and accounting. It's efficient, inclusive, comprehensive—live data at your fingertips."



Stephanie Resavy

"Prior to scanners and an integrated bank, we spent a lot more time in accounts receivable. Now, with direct scans to the banks, it's very efficient."
– Arna Orlando

IMPROVED CUSTOMER SERVICE

With Vantaca IQ and a more intuitive interface, Lang's customer service significantly improved. Teams were able to respond to inquiries faster and more effectively, and homeowner confusion decreased thanks to clearer, more accurate information. This reduction in call volume gave team members more time to focus on other priorities.

"Call volumes substantially decreased, and our efficiency has doubled—maybe tripled." – Rosa Handel

EFFICIENT TRAINING AND ONBOARDING

Training and onboarding at Lang Management became more structured and streamlined with Vantaca's guidance. New employees and clients could be integrated faster, allowing the company to scale without delays or confusion.

"Onboarding efficiency and accuracy significantly improved." – Nadya Fernandez

STREAMLINED DAILY OPERATIONS

Day-to-day responsibilities were simplified through automation, allowing front-line staff to deliver better service and focus on more strategic initiatives. Routine tasks were automated, giving employees the capacity to concentrate on high-impact work.

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"We've had smoother, quicker interactions with customers due to simplified workflows."

– Odalis Milanes

"Vantaca reduced my administrative workload by 80–85%. I finally had time to focus on clients instead of paperwork."

– Shawn Esposito

UNIFIED SUCCESS WITH VANTACA

With Vantaca, Lang Management has evolved from an organization hindered by fragmented processes to a streamlined operation where efficiency and integration drive their daily workflow; one with integrated, efficient operations and real-time visibility. The results speak for themselves: faster processing, leaner teams, fewer inquiries, and a more empowered staff—all contributing to a stronger homeowner experience and scalable business growth.

"It's become the driving force of our workflow. I don't think we'd be able to do our job the same way without Vantaca." – Rosa Handel