

CASE STUDY

How Lighthouse Management Streamlined Payments, Reduced Costs, and Boosted Satisfaction with Vantaca Pay

INTRODUCTION

Lighthouse Management, a boutique community management firm based in Arizona, has been in business for over 30 years. With a lean team serving a growing number of communities, operational efficiency is a top priority. As the company evaluated its payment processing options, the transition to Vantaca Pay quickly proved to be a transformative move for both staff and homeowners.



Kylie McGuire,
Director of Operations,
Lighthouse Management

PROCESSING BEFORE VANTACA PAY

Before implementing Vantaca Pay, Lighthouse struggled with slow payment processing, time-consuming bank return handling, and frequent customer service inquiries tied to payment confusion. Payments would often take days to reflect on ledgers, leading to delays in actions such as waiving fees or sending gate remotes. Their Director of Operations, Kylie McGuire, explained: "We don't have to go back and check that account in three or four days after the payment's posted, like we previously did."

USING VANTACA PAY

5-6
Minutes → **30**
Seconds

Processing a bank return through traditional methods could take up to five or six minutes each, adding up to hours of manual work, particularly during high-volume weeks. "With Vantaca Pay, that same bank return process now takes just 30 seconds," Kylie shared.

NAVIGATING FEE CONCERNS WITH TRANSPARENCY

Despite initial concerns about adding auto draft fees, Lighthouse took a proactive approach by involving HOA boards in early conversations. They outlined the operational improvements and explained the rationale behind the pricing model. They successfully rolled out Vantaca Pay without losing any associations during the transition. By proactively communicating with boards, clearly explaining the benefits of the new platform, and outlining the rationale behind added fees, they ensured strong client retention and continued trust throughout the process. "We talked to our boards before we actually signed our Vantaca Pay contract," Kylie noted. Homeowners, too, embraced the change after understanding the value of instant posting and the availability of modern features. "Every homeowner loves it- the Apple Pay, the Google Pay, and so on." she said.

FINANCIAL IMPACT & INCREASED REVENUE

Financially, the move to Vantaca Pay has delivered a meaningful increase in revenue.

\$200 → \$1000

IN MONTHLY REVENUE

Lighthouse now generates close to \$1,000 monthly in payment revenue, a significant boost compared to their previous \$200. This added income not only offsets operational costs but also contributes to long-term financial sustainability, making Vantaca Pay a valuable strategic investment.

IMPROVED HOMEOWNER SUPPORT & INTERNAL COMMUNICATION

The impact of Vantaca Pay for Lighthouse Management extended well beyond internal time savings—it also significantly improved the homeowner experience. Prior to implementation, Lighthouse's customer service team fielded frequent calls related to payment confusion and failed portal logins. As Kylie shared, "We've had way fewer calls on payment confusion; way fewer calls on failed payment portal logins and connections." Even during the initial transition period, call volume decreased rapidly thanks to a clear communication strategy and consistent internal messaging.

To prepare for the rollout, Lighthouse developed a proactive internal training approach, equipping staff with standardized responses, email blasts, printed materials, and FAQs. "We had quick answers available so our team could give uniform information," Kylie noted, ensuring that homeowners received accurate support regardless of which team member they spoke with.

SUPPORT FROM THE VANTACA PAY TEAM

That internal effort was supported by a strong partnership with the Vantaca Pay support team, particularly their Senior Implementation Consultant of Payments, who played a key role in enabling a smooth transition.

Kylie described the customer service as seamless and highly efficient: "If I could have the Vantaca Pay customer service be like all I deal with everywhere else; it'd be amazing."

The Vantaca Pay support team also provided customizable, step-by-step onboarding materials that Lighthouse could adapt to match their brand and communication style. "We got five or six documents that we could pick and choose the pieces we like to identify and put together in our notice to the rest of our clients," she explained. Together, these efforts ensured that homeowners quickly adapted to the new system and felt supported every step of the way.

EXPANDING ADOPTION ACROSS THE PORTFOLIO

While the initial rollout was driven by acquiring new communities with non-integrated banks, the results led her to advocate internally for bringing all clients onto the platform. "At first, the plan was not to have everyone switch over... I went to my boss and said, we need everybody else."

REDUCING INTERNAL BURDEN THROUGH DEDICATED SUPPORT

For Lighthouse Management, Vantaca Pay has not only improved operations but also strengthened client trust and internal workflows. Vantaca Pay Support provides management companies with a dedicated line of assistance accessible through the Vantaca Home portal, helping streamline homeowner payment inquiries. The support team handles common technical and payment-related issues, such as login help, password resets, selecting payment methods, or resolving tech-based chargebacks, without requiring intervention from management company staff. This structure reduces the burden on internal resources while ensuring homeowners receive fast, knowledgeable support.

Kylie summed it up best: "We're no longer troubleshooting issues that aren't ours to solve. That's been a game changer."

CONCLUSION

For Lighthouse Management, the shift to Vantaca Pay wasn't just about upgrading a payment processor, it was about solving real operational challenges. Faster bank return processing, fewer homeowner questions, increased revenue share, and seamless real-time ledger updates have made payments more efficient and accurate across the board. With more associations coming online and a strong foundation in place, Lighthouse is well-positioned to continue growing while delivering an even better payment experience for their communities.

