

CASE STUDY

A Technology Transformation

How May Management's Portfolio Grew by Over 100% Through Leveraging Vantaca and AvidXchange



Catie Marks grew up alongside May Management Services, Inc, her family's locally owned community management firm serving all of Florida since 1988. With a foundation rooted in delivering exceptional customer service and maintaining a familial atmosphere, May Management steadily expanded under Catie's presidency, now boasting over 220 associations and a team of 126 employees.



"In 2021 we had a little over 100 associations, today we have over 220. We essentially doubled our portfolio in 2+ years without increasing our staff, allowing them to focus on other more important functions."

CATIE MARKS
PRESIDENT, MAY MANAGEMENT SERVICES, INC.

PROVEN RESULTS

100%

- ✓ Portfolio Growth while maintaining staff levels
- ✓ Hours saved every month in A/P
- ✓ Reduced costs in printing checks
- ✓ Improved accountability, visibility, and transparency

A NEED FOR CUTTING-EDGE TECHNOLOGY TO INCREASE EFFICIENCY

May Management faced several issues with their existing Accounts Payable process and Community Management Software.

- Restrictive accounting capabilities creating additional manual tasks for employees
- Limited visibility into action items and productivity of employees
- No ability to see metrics or track performance of the organization
- Outdated design that proved challenging for residents to navigate

"As a growing company, we want to be forward-thinking, especially when it comes to our technology," explained Marks. "Our previous community management software had limited accounting capabilities and just felt antiquated. We knew we needed software with both powerful accounting functionality and ease of use to enhance our resident experience."

VANTACA & AVIDXCHANGE, A PERFECT PAIR

Recognizing the need for technological advancements and increased efficiency, May Management embraced Vantaca and AvidXchange.

AvidXchange, a digital accounts payable automation software, not only allows companies to eliminate the labor-intensive process of cutting, printing and mailing physical checks but also helps reduce fraud and minimize costs all while integrating directly with Vantaca.



“I remember growing up every Sunday, my mom would sit at the dining room table with boxes full of checks and spend hours physically signing them. Now everything's automated,” said Marks. “Of course there is always going to be resistance to change, but by adopting Vantaca and AvidXchange we really got people used to trusting technology.”

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While also being dissatisfied with their previous community management software's limited accounting capabilities and outdated interface, Vantaca emerged as the ideal complement to AvidXchange, offering streamlined workflows, increased transparency for residents and boards, and significant time savings.

Even better, the integration of Vantaca with AvidXchange was seamless. “Implementation was so easy. Honestly, the whole transition was smooth, I didn't even have to think about it. Connecting Vantaca and AvidXchange was like flipping a switch,” said Marks.

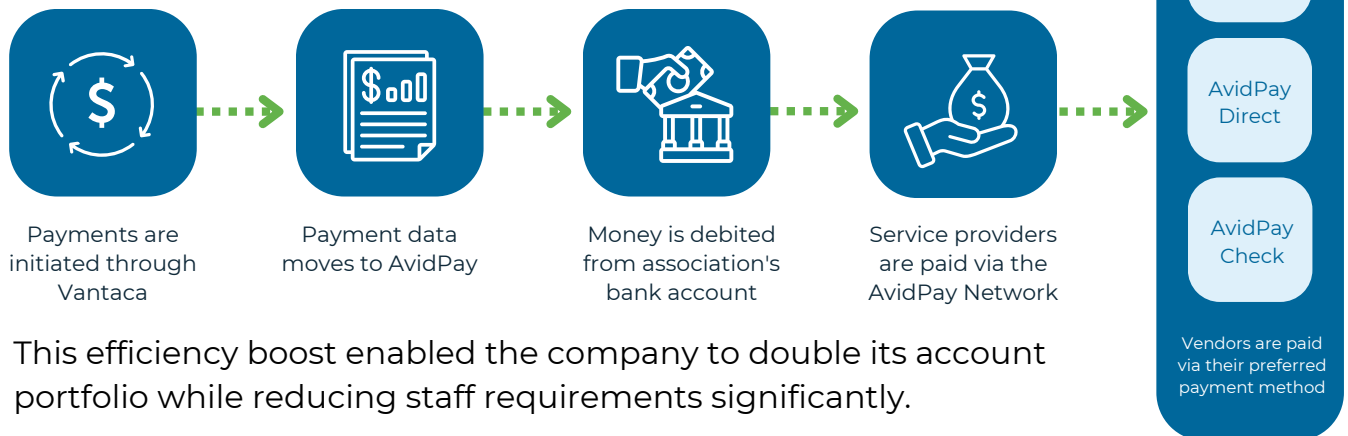
Not only was the implementation painless, but the transition was further enhanced by the exceptional support from the Vantaca team throughout the process.

“I love the Vantaca team! They are the most eager to help. Whenever I have questions, they always come to the table with a solution which I really appreciate.”

DOUBLED ACCOUNT PORTFOLIO AND IMPROVED EFFICIENCIES

The integration of Vantaca and AvidXchange revolutionized May Management's operations, leading to streamlined processes and enhanced scalability.

“There’s just so much automation between Vantaca and AvidXchange and even with our bank,” said Marks. “It’s really the whole ecosystem of having all these processes under one umbrella. I can’t imagine working without it at this point.”



This efficiency boost enabled the company to double its account portfolio while reducing staff requirements significantly.

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Vantaca's intuitive interface and robust features also empowered employees to work more efficiently, driving accountability and productivity. With the help of Vantaca IQ, an AI powered dashboard, they were able to better address outstanding tasks, like open invoices, and become more transparent around their A/P processes as a team.



“Vantaca IQ has already helped us become more efficient because it provides more visibility across workloads. It really keeps everyone accountable because we can see open action items and more details on what everyone across the team is working on.”

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Utilizing insights from Vantaca has streamlined discussions with board members as well, empowering Marks to confidently present performance metrics during meetings. We didn't even know what our metrics were a few years ago,” said Marks. “So, this not only allows us to track and show off our performance to our board but also elevates the way that the business looks overall.”

RESULTS

May Management's transformation with Vantaca and AvidXchange showcases the power of embracing integrated technology in community management. With streamlined operations, increased visibility, and improved communication across software, Catie and her company are positioned for continued growth and success in an ever-evolving industry landscape.



"It's been great that we've been able to scale our business by using Vantaca and AvidXchange and I'm so happy we made the change to Vantaca a few years back. It's essentially changed the culture and perception of May Management and has allowed people to take us more seriously. It feels like we're part of the cool kid's club."

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