

CASE STUDY

Tyco Property Management: From Days to Hours – How Vantaca Transformed Time-Consuming Tasks into Effortless Efficiency

FAMILY LEGACY MEETS NEW AGE CHALLENGES

Mitch Compton, the current owner of Tyco Property Management, joined the family business in 2020, bringing a fresh perspective to its operations. Founded by his grandfather in 1966, Tyco has been a cornerstone of property management in Southern California. In 1986, Mitch's father expanded the business by introducing HOA management, fueling steady growth over the years. By 2020, however, it became clear that their legacy systems could no longer keep up with the evolving demands of modern HOA management.

Before implementing Vantaca, Tyco relied on outdated software primarily utilized by the accounting team. Compton reflects, "It wasn't a great experience. The only people who really used it were the accounting team because they had to, and the manual processes were eating up their time." Much of their accounting was handled manually, particularly with payables and receivables. "I would walk into the office and see people spending hours stuffing envelopes and processing checks," Compton recalls. "It wasn't sustainable, especially as we continued to grow.



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Mitchell Compton, Owner of Tyco Property Management

The onset of the 2020 pandemic further exposed gaps in their legacy software. With the shift to remote work, it became clear that their old system couldn't keep pace with the evolving landscape of HOA management. "We weren't prepared to be remote employees, and everything in the business was up for evaluation," Compton states. After exploring multiple options, he discovered Vantaca, which promised a brighter future.

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IMPROVING EFFICIENCY

The decision to switch to Vantaca was driven by Compton's need for improved efficiency, scalability, and specialized functionality tailored for HOA management.

"We needed software that was designed for HOA management, not just a generic property management tool," he explains. Upon discovering Vantaca's offerings—automation, robust integrations, and transparency—he recognized it was the right choice. "When I saw what Vantaca could do, especially with the integrations and automation, I knew it was the right fit," Compton states.

The implementation process was smooth, and within just 30 days, Tyco had fully transitioned to using Vantaca across all their associations.

Compton highlights how streamlined workflows have allowed them to refocus their efforts. "It used to take three days each month just to process payments manually. Now, that entire workflow is automated, freeing up our team to focus on client support and other high-level tasks," he explains. "It's not just about time saved—it's about working smarter and getting more done with the same resources."

STREAMLINING SUCCESS: A SOLUTION FOR AN OPTIMIZED AP PROCESS

Vantaca's automation features, particularly in accounts payable, have transformed Tyco's operations by reducing human error and ensuring timely payments. "We don't worry about checks getting lost or delayed anymore," Compton notes. "Vendors love being paid quickly, and our team no longer has to manage the process manually."

The integration with AvidXchange was pivotal, automating Tyco's entire invoice processing and payment workflow. Previously, the accounting team spent days each month manually printing, folding, and mailing checks. "Now, that entire workflow is automated—vendors get paid faster and in their preferred format," Compton explains. "Our team can focus on tasks that add real value to the business instead of wasting time on manual processes."

This shift to automation has significantly improved operational efficiency, strengthened vendor relationships, and freed up time for higher-level strategic work, positioning Tyco for continued growth and success.

LEAN, PRODUCTIVE STAFF

In terms of cost savings, Compton noted that the transition to Vantaca has allowed them to operate more efficiently without adding extra personnel. "We've added more associations and properties to our portfolio without the need for additional headcount, which is a big win," says Compton. "Labor is one of the biggest expenses, especially here in California, and Vantaca's automation helps us stay lean without sacrificing quality."

The transition to Vantaca's automated software enabled the team to manage a growing portfolio of associations and doors without the need for additional hires.

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HOMEOWNER AND BOARD EXPERIENCE

Compton also emphasizes the improved experience for both homeowners and board members. The Vantaca homeowner portal has reduced service requests and enhanced transparency. "Our homeowners love having easy access to their documents and payments, and board members appreciate being able to log in and see everything at a glance. It's reduced the time we spend fielding questions, which is another efficiency gain."

CONCLUSION: A FUTURE-READY BUSINESS

Compton's decision to transition Tyco Property Management to Vantaca has proven to be a long-term strategic move. With significant time savings, improved vendor relationships, and the ability to scale without increasing their workforce, Tyco is now better positioned for growth. "Vantaca delivered more than I thought was promised," says Compton. "We've been able to modernize our operations, and I'm excited about the future as we continue to implement more of Vantaca's features."

