

CASE STUDY

Seamless Vantaca Implementation Powers Ongoing Success at Communitas Management

OVERVIEW

Communitas, a company overseeing five community management offices across the U.S., has successfully leveraged Vantaca to transform its operations, enhance efficiency, and deliver superior service. Led by Kelly Zibell, Senior Vice President of Community Management, Communitas has utilized Vantaca's powerful tools to streamline workflows, scale operations, and foster collaboration across its portfolio of over 300 accounts.



Kelly Zibell,
Senior VP of Community
Management, Communitas

BACKGROUND

Communitas has experienced significant growth through acquisitions, integrating five management companies into its portfolio. Vantaca was introduced to unify operations across these companies and support their individual needs.

Maryland Office Snapshot



Starting with the Maryland office, which doubled its portfolio from 50 to 100 accounts while maintaining the same staffing levels, the company quickly expanded its use of Vantaca to its Dallas office and began implementation for Chicago.

CHALLENGES

Like many in the industry, Communitas faced challenges with manual workflows, scalability, and maintaining operational efficiency across multiple offices. "We needed a solution that could streamline our processes and allow us to scale effectively post-acquisition," says Zibell.

SOLUTIONS AND BENEFITS

MARYLAND: EFFICIENCY



In Maryland, Vantaca has enabled the team to significantly enhance its operational efficiency. "They've been able to transform their operation by using action items and workflows to automate tasks, like notifying vendors of board member changes," explains Zibell. "This has allowed them to double their portfolio without adding staff. The same tasks that used to take days now take hours."

DALLAS: START-UP LAUNCH



The Dallas office, a brand-new startup, was also quick to adopt Vantaca. Zibell notes, "Launching a new office is no small feat, but with Vantaca's portal features and automation, we've been able to manage our first 10 accounts with a very lean team. It's made the entire process far more manageable."

CHICAGO: ROBUST ONBOARDING



The Chicago office, currently in the implementation phase, is already seeing the benefits of Vantaca's robust onboarding process. "Our Chicago team is excited about the efficiencies they'll gain, particularly on the accounting side. The Maryland team is also sharing their insights, which has created a great sense of collaboration across offices," says Zibell. Vantaca's support and resources have been instrumental throughout these implementations.

"From our first implementation to now, Vantaca has continuously improved the process. The support team has been fantastic, providing clear instructions and ensuring our teams feel confident and prepared."



Financial operations have also seen major improvements with tools like Vantaca Pay and Vantaca Invoice. "The seamless transaction processing and automatic reconciliation have been game-changers for us," Zibell explains. "It's especially exciting for Chicago, as their current software doesn't offer these features. This will be a big step forward for them."

FUTURE INNOVATIONS

Looking ahead, Communitas is enthusiastic about Vantaca's latest innovations, including Scout, powered by HOAi, and HOAi. "Scout is going to be incredible," Zibell shares. "Being able to ask the system how to do something without digging through articles is a huge time-saver. It's also going to help our team members support each other, no matter where they're located." HOAi is another tool that excites Zibell and her team.

"HOAi's integration into Vantaca is going to be a big benefit. We were already looking at the product in some markets, so having it fully integrated is a win for us. Its ability to answer homeowner questions thoroughly will reduce follow-ups and save our managers so much time."

CONCLUSION

Vantaca has proven to be a transformative solution for Communitas, enabling its management companies to scale efficiently while delivering exceptional homeowner experiences. "Vantaca delivers a great experience for homeowners and empowers our team with the tools they need to succeed," says Zibell. "It's exciting to see how our offices evolve with this platform."

With innovative tools like Scout, powered by HOAi, and HOAi, Communitas is poised for continued growth, further solidifying its position as a leader in the community management industry.

