

CASE STUDY

Scaling from 0 to 6,000 Doors: The Desert Vista Difference

Vantaca made growth possible while building a culture of quality and retention.

0→6,000

Doors Managed
Since Company
Founding

99%

Client Retention
Rate Since Company
Founding

60%

Reduction in
Invoice Processing
Time in the Last 12
Months

30%

Improvement in
Collections
Resolution in the
Last 12 Months

THE CHALLENGE

Michael and Laura LaPoint launched Desert Vista in 2020 with a clear vision: HOAs don't have to be a four-letter word. After decades in community management and finance, they knew that competing with national firms would require more than experience. They needed technology that could deliver enterprise-level service while allowing a startup to stay lean.

Their goals were ambitious:

- ✓ Scale from zero to thousands of doors, building a company that could rival national players from day one
- ✓ Provide managers more time for relationships, less on admin tasks
- ✓ Elevate the homeowner experience beyond industry norms



"Our vision is to make every community the best version of itself. Vantaca gives us the tools to deliver on that promise — efficiently, transparently, and at scale."

Michael LaPoint | CEO, Desert Vista



THE TRANSFORMATION WITH VANTACA

Scaling from 0 to 6,000

Desert Vista chose Vantaca before signing its first client, ensuring they launched with automation and workflows built in. Within months, they had onboarded 4,000 doors. Today, they manage 20 associations and nearly 6,000 doors with a lean team of seven.

The Desert Vista + Vantaca Difference

Desert Vista designed workflows in Vantaca that set them apart:

- ✓ **Architectural Completion Assurance:** Automatic follow-ups ensure projects are built as approved.
- ✓ **Beautiful Properties Notices:** Twice-yearly recognition letters delight homeowners and flood neighborhood social pages with positive HOA stories.
- ✓ **Proactive Collections:** Automated grace-period reminders help residents avoid late fees while accelerating collections.



“These workflows don’t just reduce admin—they improve the homeowner experience and give us a real sales edge.”

Michael LaPoint | CEO

Efficiency, Revenue, and Continuous Improvement

With Vantaca, Desert Vista isn’t just growing — they’re getting better every year. The platform streamlines day-to-day operations while unlocking new revenue and ongoing gains:

- ✓ **60% faster invoice processing** in the last 12 months, giving employees hours back each week.
- ✓ **30% quicker collections resolution** in the last 12 months, accelerating community cash flow and reducing homeowner late fees.
- ✓ **100% of financials delivered on time**, strengthening board confidence and transparency.
- ✓ **\$1M in homeowner payments processed** in a single month through Vantaca Pay, creating a seamless resident experience while generating new revenue for Desert Vista.
- ✓ **Data-backed decision making:** Transparent reporting shows the true workload of each community, helping justify management fee increases with minimal pushback from boards.



“Vantaca makes us more efficient, more effective, and more competitive — it helps us grow while continuing to improve year after year.”

Michael LaPoint | CEO