

CASE STUDY

Boutique Service Meets Enterprise Efficiency with Vantaca

How Lang Management increased their portfolio capacity by 53% while maintaining their personal touch

53%

Increased portfolio capacity per accountant

12

Days faster financial delivery with 100% on-time completion by the 25th of each month

<50

Customer service calls a day

3

Positions reassigned to higher value work through automation

4

Positions reduced in accounting



“Prior to Vantaca, we missed a lot of deadlines with financials. In fact, we never would have them all done within that current month. Now, every financial is done by the 25th of the month.”

Stephanie Resavy | Director of Accounting,
Lang Management



THE CHALLENGE

- ❗ **Bogged Down Customer Service Team**
There were three full-time customer service representatives handling constant phone calls
- ❗ **Inefficient Financial Reporting**
The Lang team was missing deadlines, never completing all financials within the current month
- ❗ **Ineffective Communication Channels**
No way for administrative assistants, customer service, accounting, and managers to communicate effectively with customers
- ❗ **Lack of Homeowner Visibility**
Homeowners couldn't easily access their data



THE SOLUTION

After years of research and evaluation, Lang Management made the commitment to partner with Vantaca in order to condense their workflows into one comprehensive platform.

The team is also looking forward to implementing HOAi in order to help reduce the team's manual work while allowing them to spend more time with their clients.



"I think that modernization has definitely affected employee morale. One of the most important things you have as a company is your people and your staff. Vantaca has given our staff the ability to communicate effectively and use the tools to solve a lot of our issues."

Lisa Littman | Regional Vice President of Property Management Operations, Lang Management



BUSINESS TRANSFORMATION WITH VANTACA

With Vantaca, Lang Management has streamlined operations, allowing the team to focus on supporting their clients.

- ✓ **Staffing Efficiency Gains**

Eliminated 7-8 positions total while increasing portfolio capacity from 12 to 18-22 properties per accountant

- ✓ **Financial Reporting Transformation**

Achieved 10-12 days faster delivery with 100% on-time completion by 25th of month

- ✓ **Customer Service Improvements**

Reduced daily calls to under 50 per day and cut email usage by 50%

- ✓ **Business Growth Results**

Increased profitability through efficiency gains, improved client retention, and competitive advantage in new client acquisition



ANTICIPATED IMPACT WITH HOAi

Lang Management is preparing to go live with HOAi. The team is particularly excited for the voice agent, and the ability to better support their clients at any time, day or night. Other expected advantages include:

- ✓ **Time Savings & Productivity** Budget creation reduced from hours to seconds, with automated email preparation and front-line call handling requiring human backup only for complex issues

- ✓ **Enhanced Service Delivery** Instant account access with complete history, proactive vendor matching, and advanced financial analysis with custom statement manipulation capabilities

- ✓ **Enhanced Customer Service** 24/7 availability with instant information retrieval and automated work order placement through realistic human-like conversations

“

“As a boutique company, HOAi will us spend more time with our clients by acting as a behind-the-scenes worker handling the tasks I'd otherwise do.”

Marita Butzbach | Executive Vice President of Property Management Operations, Lang Management