

CASE STUDY

Scaling Boutique Service at Speed with Vantaca + HOAi

How a Colorado Resort-Focused Firm Doubled Growth Capacity Without Adding Headcount

20%

Portfolio Growth

In Their First Year

99%

Faster Invoice Cycle Time

With Fewer Errors than Humans

85%

Reduction in Homeowner Response Times

From Multi-Day Waits to 5 Minutes on Average

900

Hours Saved in a Year

Thanks to Automation and AI

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“With Vantaca and HOAi, we’ve cut cycle times across the business — invoices, owner questions, board approvals. That speed isn’t just internal efficiency, it’s a competitive advantage in our market.”

Alex Cudney | President, MVPM



THE CHALLENGE

Mountain Valley built its reputation on white-glove service in Colorado's ski resort communities. But manual processes and labor constraints put a ceiling on growth:

- ❗ **Invoice processing** was outsourced offshore, adding cost, errors, and days of delay to every payment cycle.
- ❗ **Homeowner and board requests** often sat for days, requiring manual research and manager review.
- ❗ **Portfolio growth was capped** around 24 associations, since every new community required more staff in a labor-limited market

“In a market like ours, every hire is expensive. We needed our people focused on boards and owners, not clerical work.”

Alex Cudney | President

BUSINESS TRANSFORMATION WITH VANTACA AND HOAi

Vantaca + HOAi didn't just speed up processes — they changed what Mountain Valley's team could focus on and how the firm competes in its market.

- ✅ **Faster payments, healthier cash flow:** Invoices that once took nearly a week are now processed in 30 minutes and approved within a day — making Mountain Valley the “fast payer” vendors prefer and accelerating association cash flow.
- ✅ **Clerical work eliminated, staff elevated:** With 95–100% of AP data entry gone and HOAi drafting homeowner replies in seconds, the team now focuses on revenue accounting, boards, and projects instead of manual tasks.
- ✅ **Cycle time as a competitive edge:** Whether invoices, board approvals, or owner questions, turnaround times that once took days now take minutes — and speed has become central to Mountain Valley's culture.
- ✅ **Growth ceiling lifted:** Previously capped around 24 associations, Mountain Valley grew 20% in its first year (24 → 29) and is confident scaling further without adding headcount.

“Vantaca and HOAi reduced 95% of our data entry. Now our people spend time on meaningful work — that's better for them, for our boards, and for our homeowners.”

Alex Cudney | President