



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

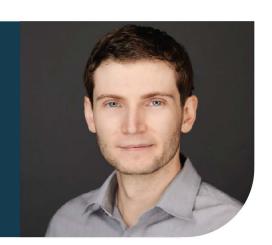
Hours Saved in a Year

Thanks to Automation and Al

46

"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.



"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

