

CASE STUDY

RedBrick Scales Smarter with Vantaca + HOAi

93% retention, 21% growth, and faster workflows without extra headcount.

30%

Community Growth
Without Significant
Staff Increases

90%+

Faster A/P
Processing Due
to Automation

2.5

Hours Per Day
Freed Up for
Lead Accountant

93%

Customer Retention
Retained Through
Growth Phases

THE CHALLENGE

RedBrick's lean team was managing a growing portfolio with a patchwork of tools and manual processes. Work lived in email threads, invoice stacks, and the heads of long-time staff.

- ❗ **Fragmented work:** Email chasing for fee waivers, closings, and homeowner questions
- ❗ **Manual A/P:** Re-keying invoice data; ad-hoc manager approvals
- ❗ **Inconsistent handoffs:** Knowledge trapped in inboxes and individual heads

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Vantaca gave us the structure—and HOAi shows us how to use that structure even better. The goal isn't to replace people, it's to remove the schlep work. When the AI gets it right 99.9% of the time, our team can focus on what matters most: growing without burning out and delivering great experiences to our communities.”

Todd Short | Director of Business Development &
Chief Technology Officer



BUSINESS TRANSFORMATION WITH VANTACA

With Vantaca, RedBrick finally had the structure to scale confidently. Manual handoffs became automated workflows, decisions became transparent, and growth no longer meant chaos:

- ✓ **Streamlined workflows:** Requests like fee waivers auto-routed from managers to boards to accounting, tied directly to the homeowner account.
- ✓ **Approvals with clarity:** Managers approved requests directly in the workflow, and accounting gained clear records and full visibility.
- ✓ **Payments readiness:** Vantaca Pay positioned RedBrick to embrace more digital, on-time payments.
- ✓ **Growth without stress:** Expanded from 60 → 75 associations and 5,500 → 7000 doors — all without sacrificing their 93% retention rate.

ACCELERATION WITH HOAi

HOAi supercharged Vantaca's workflows—removing bottlenecks, speeding up decisions, and creating capacity to scale without extra headcount.

- ✓ **A/P automation:** Processing 1,500 invoices/week now takes 15–45 sec each, cutting the lead accountant's workload from 3+ hrs → 30 min/day.
- ✓ **Faster research & support:** HOAi instantly surfaces ledger history and preloads closing data for quicker approvals and standardized responses.

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“Instead of feeling capped by rote entry, I can spend time on higher-value work. My day actually expanded.”

Bonnie Youngquist | Accounting

- ✓ **Frictionless onboarding:** Portal key requests for large go-lives are now auto-validated and fulfilled, reclaiming what once took days of all-hands support.
- ✓ **Scalable growth:** Automation deferred 1–2 projected hires and shortens new-hire ramp, allowing the team to specialize and collaborate more.

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“Now, key requests happen instantly. That's game-changing for first impressions.”

Todd Short | Director of Business Development & Chief Technology Officer

OPERATIONAL SUMMARY

Metric	Before Vantaca (VMS)	After Vantaca + HOAi	Impact
A/P invoice processing	5 min	30 sec	90% faster
A/P capacity	3+ hrs/day	30 min/day	-83%
Associations managed	59	75	+27%
Doors managed	5,485	6,624	+21%
Additional hires needed	1-2 Projected	0 added	\$40k-\$100k labor cost savings
Customer retention	93%	93%	High satisfaction at scale



“With Vantaca & HOAi, it doesn’t feel like we’re being replaced by AI - it feels like we’ve been given an assistant.”

Bonnie Youngquist | Accounting