CASE STUDY

ASSOCIATION SERVICES AAMC

Meeting Software Needs with Flexible & Transparent Support

ABOUT ASSOCIATION SERVICES

Association Services has more than 22 years of experience in supporting, educating, and managing community associations with purpose and care in Washington state.

SPECIALIZED EXPERTISE

- Accounting
- Investments
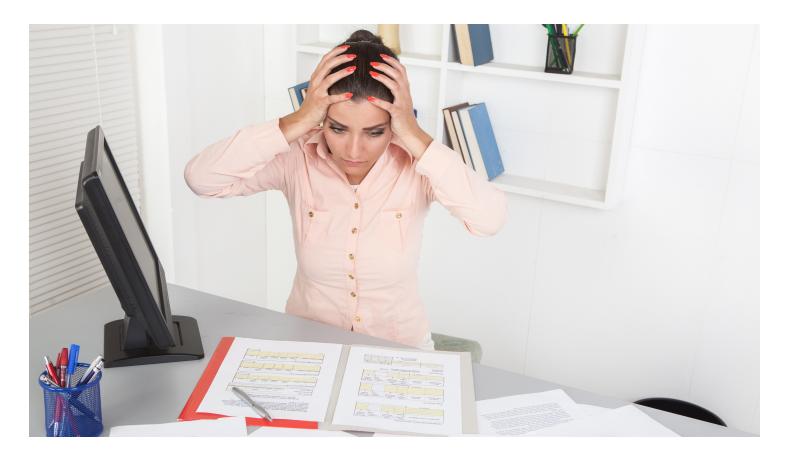- Property Management
- Real Estate
- Customer Service

OVERVIEW

SOFTWARE CHALLENGES

- Rigid technology that slows down processes and efficiencies

- Technical issues that hinder effective decision-making

- Frustrated community managers

- Limited potential for business growth and expansion

SOLUTIONS NEEDED

- Flexible technology that meets both staff and community needs

- Ability to make data-driven decisions

- Transparent communication with a software provider

- Alleviate and minimize personnel stress

CHALLENGES

Association services was struggling with a software that was not flexible and supportive for their management needs. The rigidity of their current technology was preventing their team from making data-driven decisions quickly and solving problems for their clients in a timely manner.

For years, the Association Services staff was frustrated but did not know exactly why. In a team planning session, they discovered everyone felt their current software was both restricting the services they provided and limiting their potential for growth.

With these limitations identified, they knew they needed to make a change, but had concerns about finding both top-notch technology and excellent service in a software partner.

VANTACA'S APPROACH

Association Services heard about Vantaca from another management company but, like many other companies in the industry, had concerns about the time requirements on their staff to onboard a new software platform.

With the help of Vantaca's onboarding team, Association Services was able to get the support they needed week after week, whether it was for workflow configuration, setting up communication templates, or just learning the Vantaca community management system.

The staff could already tell that Vantaca was going to provide the flexibility they needed to refine their own roles and responsibilities, make their lives easier, and ultimately serve their clients' needs better.

ASSOCIATION SERVICES' SUCCESS

Since Association Services completed their software transition in June of 2018, they have been able to streamline their processes and eliminate former technology frustrations.

Their clients and homeowners are happier, and their smaller staff has been able take on more and larger clients.

As a result, Association Services has been able to refine their model for the ideal community to manage. A huge part of their success with Vantaca has been due to the transparency they have not only with their own staff and clients, but with the Vantaca team as well. ∎

We appreciate Vantaca's point of view and ability to see what's working and what's not working for us. It's so refreshing to see this with a product company and work with people who know the system so we can leverage it to our advantage.

Evelyn Dufford
Owner
Association Services

Vantaca™
YOUR ASSOCIATION'S ADVANTAGE

THE INDUSTRY'S LEADING COMMUNITY MANAGEMENT SYSTEM

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