

CASE STUDY

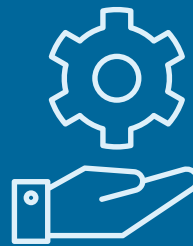
ASSOCIATION | ONE

Reducing Costs & Increasing Profitability with Cutting-Edge Technology



ABOUT ASSOCIATION ONE

Association One is a premier association management company in the Midwest that focuses on delivering professional services with the highest customer service standards.



SERVICES OFFERED

- Administrative Services
- Management Services
- Financial Services
- Maintenance
- Emergency Response

OVERVIEW

SOFTWARE CHALLENGES

- Time-consuming and redundant accounting processes
- Outdated technology that is no longer growing with the industry
- Limited potential for business growth and expansion
- An overwhelming amount of integrations and tech add-ons

SOLUTIONS NEEDED

- Streamlined accounting processes that increase back-office efficiencies
- Work remote and have access wherever needed
- Connected technology that "talks" to each other
- A forward-thinking technology company and partnership

CHALLENGES

Association One recognized the gap in technology advancement in association and community management. After going completely paperless to a cloud-based file system, they knew they were on the right track toward a smarter, more effective business model.

However, as technology progressed during the last decade, they found themselves facing many business challenges due to multiple tech add-ons and system integrations that were not speaking the same language. This ultimately led to time-consuming and manual processes, siloed internal departments, and an overall lack of clear communication.

Between maintaining a separate CRM platform, cloud-based document storage, a comprehensive phone system, and multiple mobile apps, Association One needed a solution to help streamline overall operations and internal processes.





INTRODUCTION TO VANTACA

After hearing about Vantaca from their bank in 2018, Association One knew they needed to make a big change, and fast. With any software platform transition, change management can be difficult.

The team at Association One expected it would be a large undertaking, but when they saw the opportunities Vantaca could offer, they knew it would be a necessary change to keep their business moving in the right direction.

With the help of Vantaca's onboarding, implementation, and data migration teams, Association One was able to quickly get started in transitioning their filing, communication, accounting, and banking processes.

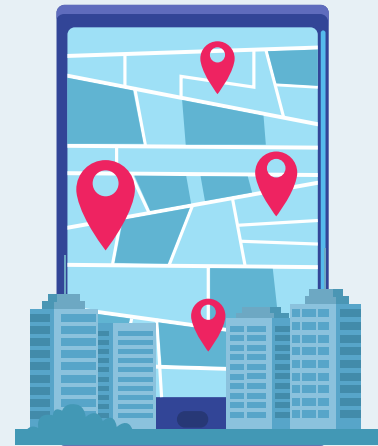
Their transition took place mostly virtually, with onboarding beginning in October 2018 and wrapping up in January 2019.

ASSOCIATION ONE'S SUCCESS

Since making the leap to stay on the cutting-edge of technology, Association One now has a software package that is entirely inclusive with the horsepower to manage larger clients.

Their association count has grown by 60% in the last year while accounting department overhead costs have decreased by 75%. Due to the technical flexibility of Vantaca's platform, Association One was also able to sell their brick-and-mortar office in early January 2020 and have most of their staff work remotely, which has greatly impacted their bottom line.

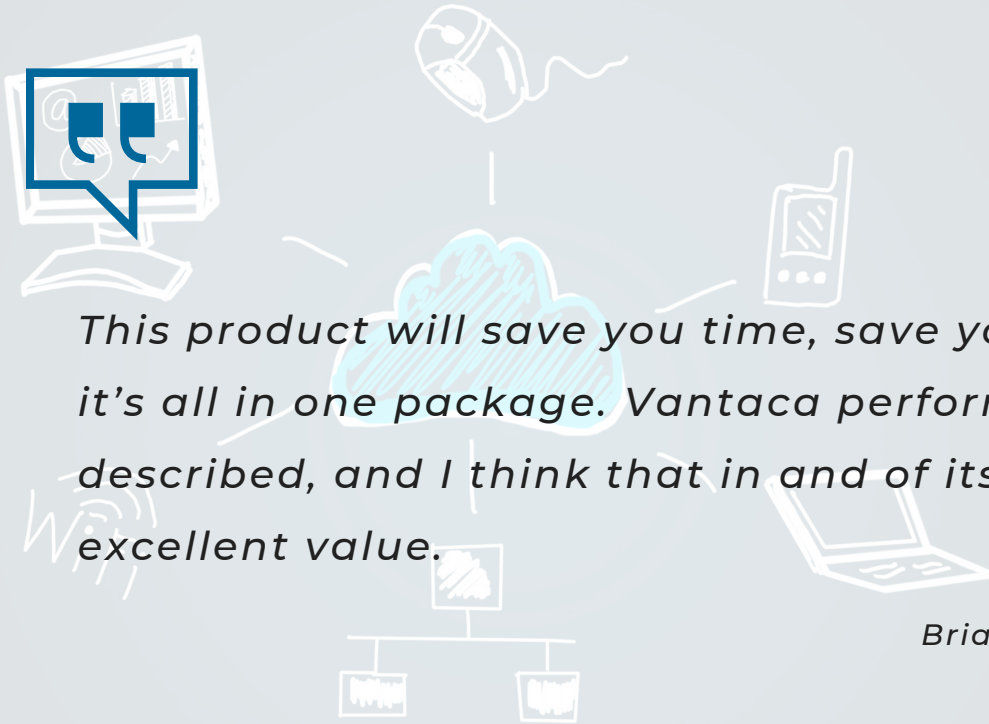
Due to their client growth, Association One has increased their door count to more than 7,000 total and has been able to better serve those families than ever before with a system they can trust. Brian Borchardt, CEO of Association One, stated, "We are content with our business and being able to preserve the great relationships we've formed. It has helped us save time and increase our efficiencies to better serve the Midwest."



↑ **60%**
Association
Count



↓ **75%**
Accounting
Overhead
Costs



This product will save you time, save you labor, and it's all in one package. Vantaca performs exactly as described, and I think that in and of itself is an excellent value.

*Brian Borchardt, CEO
Association One*



THE INDUSTRY'S
LEADING COMMUNITY
MANAGEMENT SYSTEM



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