

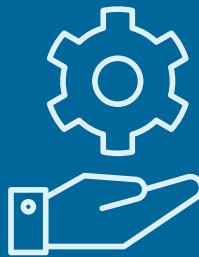


Leveraging New Technology to Improve Management Processes



ABOUT BRIGS

BRIGS is a premier full-service property management company in the greater New England region.



SERVICES OFFERED

- Condominium Management
- Apartment Management
- Financial Management
- REO Management
- Maintenance & Repairs
- Sales & Leasing

OVERVIEW

SOFTWARE CHALLENGES

- Unreliable customer service
- Time-consuming accounting processes
- Outdated technology that is no longer growing with the association management industry
- A one-way dialogue with their software's support team

SOLUTIONS NEEDED

- Clear communication with customers and employees at every touch point
- Streamlined accounting processes that increase back-office efficiencies
- A seamless onboarding experience
- A forward-thinking technology company and partnership

CHALLENGES

When considering making a big change in community management software, management companies are usually concerned about how their customers and employees will transition. BRIGS, a property management company based in the greater New England region, decided to ditch their old software when they ran into problems with inadequate customer service.

BRIGS has always viewed customer relations as a top priority, so they knew it was time to look for an alternative software with a support team that worked with them. They needed to ensure a seamless transition for both managers and clients alike.

BRIGS was also looking for a software to streamline their accounting processes and increase back-office efficiencies so financials could be sent out in a timely manner. Because their needs weren't being met with their current software, BRIGS set out on a search for a better solution.





VANTACA'S APPROACH

After learning about Vantaca at a tradeshow and hearing their story and technology capabilities, BRIGS decided Vantaca's software system was exactly what they needed. BRIGS first onboarded Vantaca in 2019.

When their business expanded through a new acquisition in early 2020, they were worried about transitioning the newly acquired management company and the timing due to the COVID-19 pandemic. Because of COVID-19, the Vantaca team quickly adapted and increased their communications with the BRIGS team to ensure a smooth transition.

Weekly meetings were held to make sure BRIGS had the proper communications in place for their clients and that expectations were being met, if not exceeded. During those weekly check-ins, there was accountability on both sides for Vantaca and BRIGS. BRIGS was also assigned a designated specialist for each part of the transition process, from data migration to education to onboarding.

BRIGS' SUCCESS

Since BRIGS went live with Vantaca, productivity has greatly improved. Their collections process is incredibly easier, with no effort needed because of the process automation. As a result, BRIGS is already seeing value that's saving their team's time.

Even after going live with Vantaca's software system, BRIGS has found the openness of the staff and the dialogue between both teams as invaluable.

According to Scott Wolf, the Managing Partner at BRIGS, Vantaca asks BRIGS questions before their team has a chance to ask it, proving that Vantaca lives up to Scott's description of Vantaca: Forward-thinking, intuitive, and the latest and greatest of platforms. ■



We have input into what's going on, which is a huge value. They ask us questions about our processes, and even about the smaller things, like how we are handling annual meeting notices right now. That back and forth, the sharing of information, it's invaluable.

Scott Wolf
Managing Partner
BRIGS



THE INDUSTRY'S LEADING COMMUNITY
MANAGEMENT SYSTEM

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