CASE STUDY

PS *Property Management*

Hoa & Condo Community Management Specialist

Switching from a Legacy Software to a Modern, Cloud System

ABOUT PS PROPERTY MANAGEMENT

PS Property Management is a premier HOA and Condo Management company serving the Austin, TX area since 1987.
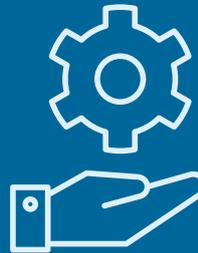
SERVICES OFFERED

- HOA Management
- Condo Management
- HOA Developer Services
- HOA Consulting Services

OVERVIEW

SOFTWARE CHALLENGES

- Labor-intensive, inefficient processes

- Lack of transparent communication with provider

- Multiple server issues leading to potential data loss

- Non-intuitive software features

SOLUTIONS NEEDED

- Convert and smoothly transfer essential data into a new software

- Work remote and have access wherever needed

- Have transparency and an open dialogue with a software provider

- Increase operational efficiencies while reducing costs

CHALLENGES

Before PS Property Management made the switch to Vantaca, they were utilizing a server-based software functioning as a SQL database.

The software was creating roadblocks and preventing the team from building transparency and increasing efficiencies due to a less-than-modern system that proved to be labor-intensive and non-intuitive for staff members.

In addition, the team was experiencing multiple server issues, ranging from potential data loss to minimal IT support.

PS Property Management was not actively looking to switch their software at the time. It was mid-year, and because of the timing, there were reservations on making a big change.

However, despite their initial reservations, they knew it was at least time to start the search for a more reliable and modern management system.
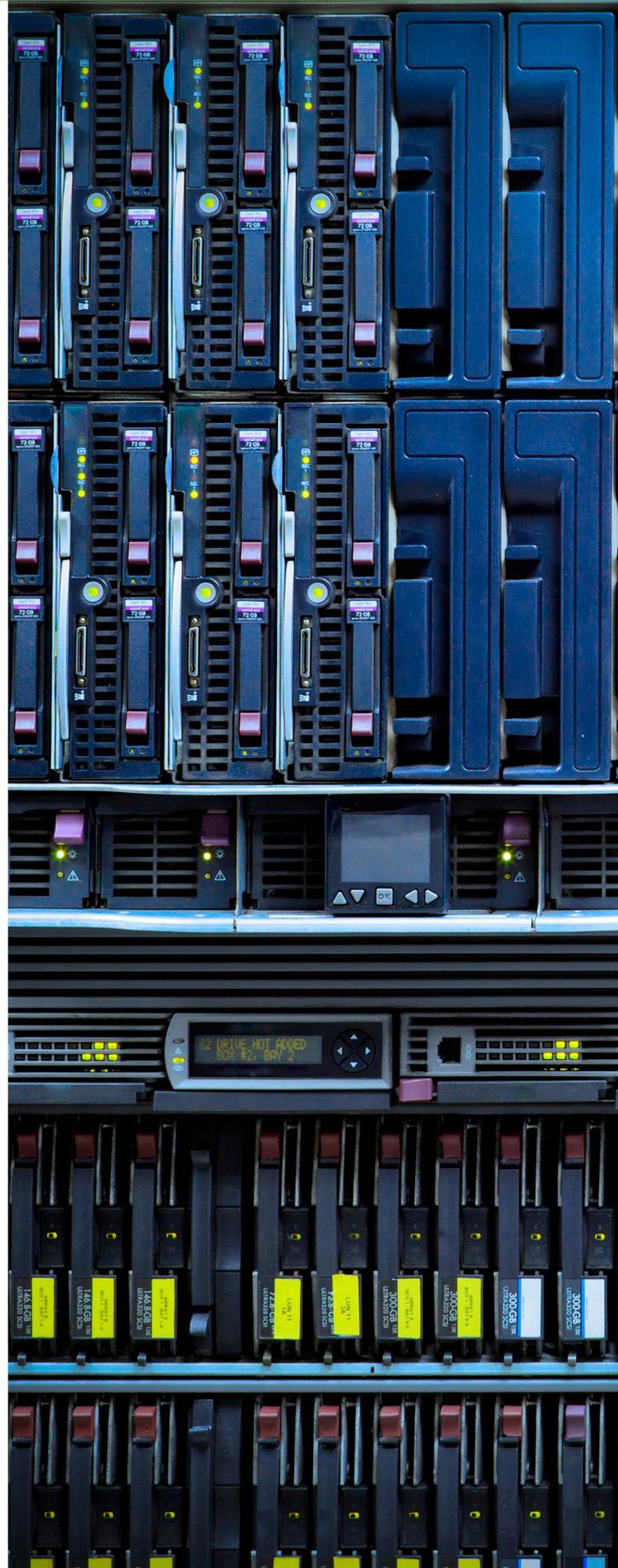
VANTACA'S APPROACH

PS Property Management was first introduced to Vantaca at a co-op event in 2018 and knew after a preview of the interface that Vantaca's cloud-based system was what they were looking for.

As they began the onboarding process, PS Property Management was worried about being able to convert their essential data because of their legacy software.

However, once Vantaca's data migration team coached them on exporting, cleaning, and optimizing their data, they were able to confidently begin the onboarding process and implement Vantaca.

The Vantaca team spent nearly a week on-site with PS Property Management to assist with onboarding, and once the second round of financial reports were complete, their team felt empowered and prepared to leverage the new system to their advantage.

PS PROPERTY MANAGEMENT'S SUCCESS

Since PS Property Management completed their software transition, they have grown their association count by 63% and their units have increased by 40%.

With Vantaca's cloud-based, work-from-anywhere platform, the PS Property Management team has also been able to embrace remote work as part of their long-term employment plan and reduce real estate costs.

Despite the initial reservations of making a software switch, the transition to a more advanced and intuitive association management system like Vantaca has proven to be a successful change for the better.

Their new system not only has made the PS Property Management team much happier, but it has exponentially improved the communities they serve.

63%
Association Count

40%
Unit Count

Vantaca has empowered us to change our business for the better when it comes to reduction of costs, productivity, efficiency, and marketability. We're so happy with the whole platform and it's great to get an open dialogue going on what features we could add and how to continue making the industry better.

Ricky Zilem
Managing Partner
PS Property Management

Vantaca™
YOUR ASSOCIATION'S ADVANTAGE

THE INDUSTRY'S LEADING COMMUNITY MANAGEMENT SYSTEM

See it in action →

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