

# Case Study: Property Management Firm Drives Down Costs with AP Automation

---

## The Challenge

---

Shea Properties, a property development and management firm, is known for its unique approach to transforming land into premier living, working, and shopping environments. For over 30 years, the company has thrived; Shea currently owns and operates thousands of apartment units and millions of square feet of commercial space. However, years of growth has come with increasing expenses.

By mid-2009, Shea's Accounts Payable [AP] operations had become increasingly costly and time-consuming to manage. Over 60,000 invoices per year – from 1,800 active vendors supporting 75 locations – were received, processed, paid and recorded through primarily paper-based and manual methods. This manual system was problematic. Lack of real-time expense visibility meant purchases were sometimes committed based on incomplete information, resulting in unnecessary expenditures. Shea's manual invoice management process was not only an inefficient use of thousands of employee hours, but the company also lost a number of opportunities for early payment discounts on vendor invoices. Shea's executive team realized that continued success depended on achieving cost-savings through expense control, and significant operational efficiency could be gained through AP Automation.

**"We have reduced our annual operating costs by over \$430,000 using AvidXchange's AP Automation solution...and improved our accountability and compliance."**

**Warren Adair**

VP of Information Technology, Shea Properties

## The Solution

---

In February 2010, AvidXchange implemented their AP Automation solution for Shea Properties. Shea is now provided a standard electronic AP inbox and the ability to easily and seamlessly manage invoices (workflow, approvals, coding, disputes, and comments), schedule and execute payments, and then record transactions in the company's AP system.



800.560.9305 | 1111 Metropolitan Avenue, Suite 650 | Charlotte, NC 28204 | [info@avidxchange.com](mailto:info@avidxchange.com)

©2015 AvidXchange, Inc. All Rights Reserved. This is unpublished material and contains trade secrets and other confidential information. The unauthorized possession, use, reproduction, distribution, display or disclosure of this material or information contained herein is prohibited.



# Case Study: Property Management Firm Drives Down Costs with AP Automation

---

## The Results

---

Shea Properties has experienced significant cost-savings by utilizing AvidXchange's AP Automation solution. Historically, Shea did not know about expenses until they hit their accounting system. Now the company can view expenses in real-time and make better decisions about commitment to purchases. The enhanced visibility to expenses has allowed Shea to make more informed decisions, leading to significant cost-savings through more judicious budget allocations. Using reports provided through SQL Reporting Services, Shea is also able to maintain audit compliance more easily and cost-effectively. The Common Area Maintenance (CAM) law dictates that tenants in a building have auditing rights: tenants can ask the landlord for a summary of expenses at any time. Now, Shea can access data and images online for the associated property invoices and run reports when requested. Previously, audit report requests would take days for landlords to produce; now reports can be produced in seconds, and paper-trails to support anticipated audits are no longer needed since the application provides electronic-based reporting and a detailed history of each invoice.

Mr. Adair has been pleased with the cost-savings made possible by the new solution: "We have reduced our annual operating costs by over \$430,000 using AvidXchange's solution. Not only have we eliminated paper-oriented costs and labor hours associated with paper-based invoices, we've been able to improve our accountability and audit compliance." According to Mr. Adair, the time and cost Shea Properties has saved on invoice processing alone has been substantial: "We have reduced the time to process an invoice from 23 days to 2.7 days. A savings of nearly 10,000 hours in labor means employees have more time to focus on providing excellent customer service and increasing tenant occupancy rates, instead of performing manual processes including reporting." Previously, lag time created by the paper-based processes did not allow Shea the option to take advantage of early payment discounts on vendor invoices. Now they can. Shea is on track to save over \$80,000 this year alone by leveraging discounts previously not available to them.

## About Shea Properties

---

**Customer:** Shea Properties

**Web Site:** [www.sheaproperties.com](http://www.sheaproperties.com)

**Industry:** Real Estate

**Profile:** Shea Properties is a multifaceted organization responsible for the acquisition, design, development,



800.560.9305 | 1111 Metropolitan Avenue, Suite 650 | Charlotte, NC 28204 | [info@avidxchange.com](mailto:info@avidxchange.com)

©2015 AvidXchange, Inc. All Rights Reserved. This is unpublished material and contains trade secrets and other confidential information. The unauthorized possession, use, reproduction, distribution, display or disclosure of this material or information contained herein is prohibited.



# Case Study: Property Management Firm Drives Down Costs with AP Automation

---

construction and management of business parks, shopping centers, apartment communities, and mixed-use environments. Shea Properties currently owns and operates approximately 6,300 apartment units; and 6 million square feet of office, industrial, and retail space in CA, CO, and AZ. Founded in 1977, Shea Properties is headquartered in Aliso Viejo, California.



To learn more about how AvidXchange can revolutionize how your company pays their bills, please visit us at [www.avidxchange.com](http://www.avidxchange.com). You may also contact AvidXchange at 800.560.9305 or [info@avidxchange.com](mailto:info@avidxchange.com).



**800.560.9305 | 1111 Metropolitan Avenue, Suite 650 | Charlotte, NC 28204 | [info@avidxchange.com](mailto:info@avidxchange.com)**

©2015 AvidXchange, Inc. All Rights Reserved. This is unpublished material and contains trade secrets and other confidential information. The unauthorized possession, use, reproduction, distribution, display or disclosure of this material or information contained herein is prohibited.

