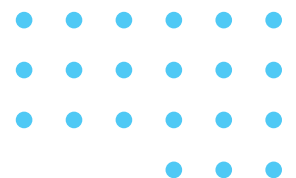# Harbor Management Services

CASE STUDY

Accelerates Growth with Enumerate Central and Automate AP

Background:

Derek, a recent Mechanical Engineering graduate, joined his family's business, Harbor Management Services, with the mission to modernize operations and integrate new technology to support future growth. Founded over 30 years ago, Harbor Management Services has earned a strong reputation for delivering professional property management across South Florida and the Florida Keys, specializing in the management of condominiums, homeowners associations, and property owners associations.

To remain competitive in a rapidly evolving market, Derek recognized the need for more efficient processes and led the transition to Enumerate Central in July 2021. This move was influenced by the platform's user-friendly interface, robust integration capabilities, and competitive pricing, all of which aligned with the company's goals of enhancing operational efficiency and staying ahead of industry trends.

Harbor Management Services

"We were frustrated with the latency issues and difficult reporting that came with our server-based system. The ability to open multiple browser windows and multitask in Enumerate Central became a major deciding factor for us."

- Derek Van Hook, Harbor Management Services

Choosing Enumerate Central

Derek chose Enumerate Central for its ease of use and its strong integration with various systems, including Enumerate's SmartBanking API connections to over 10,000 banks. The platform also offered automation and robust data retention capabilities, which were crucial for the company's operational continuity. Harbor Management immediately recognized a significant improvement compared to their previous system, addressing the latency and reporting challenges they faced with their former server-based software.

Streamlining Processes for Sustainable Growth

As Harbor Management grew, Derek faced increasing challenges in managing the company's growing financial complexities. The traditional, manual approach to accounts payable (AP) had become inefficient, cumbersome, and insecure. Each invoice was manually processed, relying heavily on an employee's availability for data entry—a time-consuming process prone to human error. Additionally, the need to meet diverse payment requirements from different clients while enhancing fraud protection became more critical.

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"I'll never forget the time when we were the victim of check fraud. It was a total mess—we had to spend countless hours resetting all our bank transfers and opening new accounts. That experience really opened my eyes to just how badly we needed a safer and more efficient way to handle our accounts payable."

- Derek Van Hook, Harbor Management Services

Solution

To safeguard assets and streamline his AP processes, Derek implemented Enumerate's new AP solution, Automate AP. This solution effectively tackled his critical pain points, such as reducing the risk of fraud and eliminating the manual, time-consuming invoice processing that had been hindering their operations.

Benefits of Automate AP

Since implementing Automate AP, Harbor Management has seen significant improvements in their financial operations:

1. Time Savings: The automated reading of invoices and mapping to the general ledger (GL) has drastically reduced the time spent on AP tasks, allowing the team to process invoices in minutes. This efficiency has freed up staff to focus on more strategic, human-centered tasks, improving overall job satisfaction and retention.

2. Operational Scalability: Automate AP features a dedicated inbox for receiving invoices, which are automatically scanned and entered into Central within seconds of arrival. This ensures seamless invoice processing, even when staff are unavailable, providing full coverage and scalability. This reliability has been essential in maintaining consistent operations as the business continues to grow.

3. Enhanced Security: The transition to digital payments has significantly boosted security at Harbor Management Services. With Automate AP, these risks are greatly minimized, as the solution offers a more secure and reliable method for handling vendor payments, ensuring greater protection against fraud.

"Automate AP has made a big difference for us. The way it automatically uploads, reads invoices, and maps them to the assigned GL account saves so much time, and the internal and Board approval system is excellent for documenting approvals for our annual audits. This has revolutionized how we accept, process, and approve invoices for our clients."

- Derek Van Hook, Harbor Management Services

37%

of companies who automate AP report worker productivity increases

27%

report fewer late fees from vendors

80%

saw increased efficiency

Looking Ahead

Derek is thrilled with the impact that Automate AP has had on Harbor Management Services. The straightforward flat fee pricing, eliminating hidden or surprise charges, sets it apart from other AP solutions. The significant improvements in efficiency, security, and scalability have proven Automate AP to be a valuable investment for the business. With a more secure and streamlined financial operations, Harbor Management Services is well-equipped to continue growing into the future.

Interested in learning more about Enumerate Central or Automate AP? Request a demo online or call us at 1-800-760-9966