

LPC West Optimizes Operations to Drive Results

How Automating Critical Tasks Cuts Costs and Increases Efficiency

OVERVIEW

WorkSpace is LPC West's property management technology of choice due to its all-in-one platform for service requests, tenant broadcasts, automated preventive maintenance notifications, and paperless payable workflows. In 2018, Meghan Froeberg joined Lincoln Property Company's West division as a Senior Property Manager. Having made the transition to LPC from The Muller Company, Meghan was thrilled to find out that LPC used WorkSpace, since she had been a WorkSpace user at Muller since 2013.

CHALLENGE

Too often, the sheer volume of daily administrative tasks prevents operations teams from realizing their full impact.

"Without a property management solution to help streamline everyday tasks, the big picture items like growing revenue, controlling costs, efficiently performing accounting tasks, and keeping your tenants happy fall by the wayside," said Meghan.

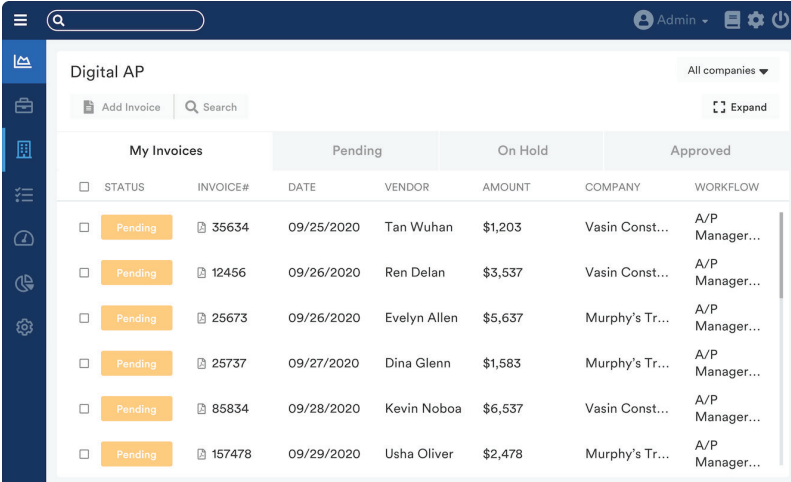
The challenge for most organizations, especially when it comes to software, is finding a property management solution that is robust, and can automate a lot of the daily tasks teams need it to, yet is easy enough to onboard and reap the rewards quickly.

SOLUTION

With its intuitive interface, Meghan's team uses WorkSpace to perform a wide range of essential tasks with ease, and drive value for their tenants and building owners.

With the Certificates of Insurance (COI) feature, they are able to capture, manage, and track insurance certificates for both tenants and vendors. It manages multiple policy types and expiration dates, and automatically notifies the insured of expiring policies, eliminating the manual work of tracking each expiration date and remembering to notify tenants as each expires.

Her team also utilizes the real-time stacking plan feature which centralizes the most current information and visualizes lease information, complete with expirations and lease encumbrance information. “My team finds stacking plans especially useful because we can export the stacking plans to a PDF in one-click, and easily share them with our asset managers,” said Meghan.



The screenshot shows the 'Digital AP' interface with a table of pending invoices. The table has columns for STATUS, INVOICE#, DATE, VENDOR, AMOUNT, COMPANY, and WORKFLOW. All invoices listed are in a 'Pending' status.

STATUS	INVOICE#	DATE	VENDOR	AMOUNT	COMPANY	WORKFLOW
Pending	35634	09/25/2020	Tan Wuhan	\$1,203	Vasin Const...	A/P Manager...
Pending	12456	09/26/2020	Ren Delan	\$3,537	Vasin Const...	A/P Manager...
Pending	25673	09/26/2020	Evelyn Allen	\$5,637	Murphy's Tr...	A/P Manager...
Pending	25737	09/27/2020	Dina Glenn	\$1,583	Murphy's Tr...	A/P Manager...
Pending	85834	09/28/2020	Kevin Noboa	\$6,537	Vasin Const...	A/P Manager...
Pending	157478	09/29/2020	Usha Oliver	\$2,478	Murphy's Tr...	A/P Manager...

However, the most utilized, and loved, feature for Meghan’s team is by far Digital AP. Digital AP allows her team to digitally capture, store, code, and approve payments for all invoices across her portfolio of properties. With custom workflows for each type of payable, from operational expenses to capital improvements, Digital AP automatically integrates with their accounting system and streamlines their payable processes.

“The AP tool is wonderful, and other properties not on it are so manual,” said Meghan. “It allows us to create checks and balances in terms of having several steps of approval for all invoices. It also provides time efficiency for my team since we no longer need to physically stamp and code invoices one by one.”



Meghan Froeberg
Senior Property Manager
Lincoln Property Company's
West division

With a user-friendly interface, Meghan’s team is able to onboard new teammates quickly, improving communication and efficiency between team members since they are able to assign tasks to individuals and follow their progress.

“Being able to have both managers review the AP is such a helpful tool! It allows both of us to be able to double check all work, crossing the T’s and dotting the I’s,” said Jaime Cook, Assistant Property Manager on Meghan’s team.

With WorkSpace, Meghan’s team is able to do more with less, while saving time and cutting costs.

[Learn more](#) about WorkSpace’s Property Management software.