EXOedge

CASE STUDY

Transforming Finance & Accounting Workflows in Property Management Accounting Services

EXO Edge helped a growing multifamily operator eliminate invoice backlogs, standardise property management accounting services, and cut AP processing time from 7 days to just 12 hours — delivering measurable results across their real estate accounting processes.

01 THE CHALLENGE

A multifamily operator managing high transaction volumes across multiple properties faced critical workflow gaps in finance and accounting. Balancing operational efficiency, regulatory compliance, and vendor-heavy ecosystems had created a prolonged backlog crisis that threatened cash flow and vendor relationships.

KEY PAIN POINTS

- **Invoice backlog** Cash flow bottlenecks across properties
- **Duplicate invoices** Fragmented multi-property workflows
- **Incorrect GL coding** Undermining financial reporting accuracy
- **7-day processing delays** Slowing vendor settlements
- **Multiple vendor codes** Created independently per property
- **Vendor dissatisfaction** Reputational risk, strained delivery

02 THE EXECUTION & SOLUTION

EXO Edge deployed a structured 4-pillar transformation — from onboarding and IT readiness to standardised workflow design, centralised vendor management, reconciliation setup, and monthly audits — leveraging deep operational experience to deliver clarity and control across the portfolio.

1 Vendor Management Optimization

- Centralised vendor creation team to eliminate duplication
- Standardised vendor interaction protocols
- Centralised dashboard for real-time visibility

2 Payroll & AP Integration

- Aligned payroll cycles with AP workflows
- Automated tax withholdings & contributions
- Predictive analytics for payroll forecasting

3 Standardised Workflows Across Portfolios

- Uniform processes across all property portfolios
- Controls to prevent duplicate payments
- Audit-ready documentation for transparency

4 Scalability & Business Continuity

- Multi-entity consolidation tools for large portfolios
- Disaster recovery protocols for payroll & AP data
- Cloud scalability to handle growth

03 RESULTS & BUSINESS IMPACT

30 Days	7d to 12h	0	Up to 60%
Invoice backlog eliminated	AP processing time reduced	Duplicate payments post-rollout	Client cost savings achieved

Strategic Business Impact

EXO Edge's intervention delivered measurable transformation across the client's property management accounting services. Eliminating the invoice backlog within 30 days and standardising AP workflows restored financial clarity and full operational control.

Vendor settlement times collapsed from seven days to twelve hours. The centralised vendor creation protocol removed duplication across all property portfolios, while predictive payroll analytics gave executives accurate forecasting aligned to rental income. Audit-ready documentation strengthened compliance and investor confidence in real estate accounting practices.

- Faster invoice closures across all properties
- Accurate payroll accounting aligned to cashflows
- Improved vendor relationships & satisfaction
- Enhanced resident satisfaction scores
- Strategic resilience & investor confidence

> *"EXO Edge transformed our AP chaos into a streamlined, audit-ready operation. Invoice backlog gone in 30 days. Results that exceeded all expectations.*
>
> — Senior VP, Multifamily Operator

About EXO Edge

EXO Edge is a trusted transformation and scalability partner for 7 of the Top 10 NMHC '26 managers, delivering 40+ specialised offshore services across Finance & Accounting, IT Managed Services, Legal, HR & Talent Acquisition. Our 1,200+ qualified associates operate from a SOC 2- and ISO 27001-certified centre in US hours, with deep expertise in real estate accounting across Yardi, Entrata, and RealPage. Our strength lies in domain expertise, operational depth, and a commitment to excellence across property management services.

Ready to Transform Your Property Management Accounting Services?

Contact Us: sales@exoedge.com