

CASE STUDY

RECLAIM VALUABLE TIME

ENTERPRISE REAL ESTATE

Bridge Investment Group Gets Property Managers Back into the Field with PredictAP

Reclaiming time spent on manual administrative tasks boosts productivity

The Challenge: Property Managers Losing Time to Manual Data Entry

As a real estate investment company with a diverse portfolio spanning multiple asset classes and nearly \$50B AUM, Bridge Investment Group relies on its on-the-ground property managers to manage AP processes that keep the lights on, and provide the responsive support necessary to keep tenants happy.

Processing over 300,000 invoices per year made accounts payable work at Bridge increasingly burdensome. Correctly coding invoices for payment required property managers at Bridge to spend too much time at their desks, and not enough time on tenant support.

Improving efficiency via reducing manual data entry would also allow their AP staff to focus on higher value tasks instead of arduous, repetitive work.

Implementing Yardi Payscan AP automation to streamline invoice approval workflows provided a piece of the solution, but property managers were still losing too much time to manually coding invoices and checking for duplicates.

The Solution: PredictAP Streamlines and Automates Invoice Capture

Bridge selected PredictAP's AI-powered invoice capture solution to automate invoice ingestion and coding, dramatically reducing the need for manual data entry.

As an approved Yardi Standard Interface Partner with a native API integration that allows for plug-and-play implementation, PredictAP offered a way to improve efficiency within Bridge's existing tech stack.



"A property manager should be focused on tenant-facing work. Every hour spent on invoice coding is an hour they can't spend on building maintenance and building relationships with their tenants, which directly impacts lease renewals"

BRITTANY WHITE,
VICE PRESIDENT, TECHNOLOGY APPLICATIONS

74%

LESS TIME PER INVOICE



Through a two-way data sync with Yardi, PredictAP turns past invoice history into repeatable patterns that the system can apply to each new invoice, coding it automatically, giving property managers back valuable time.

Removing the manual work bottleneck allows for coding multiple invoices simultaneously, in seconds, with end users reviewing for accuracy, then submitting to the existing AP approval workflow.

The Result: Reclaiming Time for Property Management

PredictAP's proprietary AI-powered machine learning offered Bridge a time-to-value of weeks, rather than months. Removing manual coding from their process not only drastically reduced time spent on invoice coding, but improved AP quality.

Bridge Investment Group was able to rely on PredictAP to not only reduce manual time for property managers, but uncover new cost savings with reduced late fees thanks to coding accuracy, as well as eliminating effort spent processing duplicate invoices.

An enthusiastic response from end users in the pilot ensured a green light for a broader rollout across different asset classes, including Bridge Senior Living.

"The time savings was apparent immediately once excess data entry was removed from our process. And I could not have anticipated how much our team would love PredictAP."

KATIE ELSNAB, CHIEF FINANCIAL OFFICER

With PredictAP, property managers are able to recapture valuable time previously spent on manual invoice coding to better utilize their specialized knowledge and skill set on the thing that matters most: tenant relationships.



"One of the benefits of having a system of record is you can look to the past to learn from history as a new AP person. PredictAP accelerates and formalizes this. And that institutional knowledge doesn't just stay with one person."

JON CLARK,
DIRECTOR OF FINANCIAL SYSTEMS
ADMINISTRATION

Customer Overview

Bridge Investment Group is a leading, vertically integrated real estate investment manager, diversified across specialized asset classes. Bridge combines its nationwide operating platform with dedicated teams of investment professionals focused on select U.S. real estate verticals: residential rental, office, development, logistics properties, net lease and real estate-backed credit.

\$48.9B AUM

54,200 Multifamily units

9,700 Senior housing units

12.6M SQFT Office space

www.bridgeig.com