

CASE STUDY

RECLAIM VALUABLE TIME

SCALE AP TEAM CAPACITY

Block Real Estate Services Automates Invoice Capture with PredictAP

AP Reaps Efficiency Benefits while Property Managers Reclaim Valuable Time

The Challenge: Managing Coding Complexity & Team Retention

Implementing AP automation with Yardi Payscan streamlined invoice approval workflows for Block Real Estate Services. But the front-end of the accounts payable (AP) process—invoice ingestion and coding—still relied on time-consuming data entry.

The complexity of coding invoices for multiple properties and entities requires deep property-specific knowledge that is hard to capture and codify, making automation and outsourcing difficult. The property managers handling the front-line invoice capture needed to reclaim time for property- and tenant-focused work.

Accounts payable staff in the corporate office also felt the strain of reviewing invoices processed by hand. They wanted to spend less time reviewing and correcting thousands of invoices sent from hundreds of properties. Invoices could pile up, sitting in drawers for days before being processed, with no easy way to see their progress to payment.

The unique challenges of real estate AP work make these roles tough to fill, and barriers to doing more meaningful work cause frustration and attrition. Block also needed a way to manage growing volume without adding headcount.

“AP is critical to our business, but hard to hire for. I had one position turn over three times in a year, and we just can’t grow like that. We needed an automation solution to retain our AP team, and protect our bottom line.”

KIMBERLY MANN, CFO

They would need a solution that could take on the complexity and manual data entry and provide relief to busy property managers, and integrate with Payscan.



“I was extremely skeptical of another automation solution after our historical attempts. I was getting ready to write this challenge off, assuming the technology just isn’t there yet for our line of business.”

KIMBERLY MANN, CFO

70%

**LESS TIME
PER INVOICE**



A leading ERP provider pitched their invoice and expense management platform to Block, assuring it was the right solution. After several months dedicated to planning the implementation, and multiple requests for Block to provide spreadsheets and templates to compensate for the solution's shortcomings, the team made the difficult decision to abandon the project. It seemed like there was no tech answer to their challenges.

The Solution: PredictAP Provides a Shorter, Smarter Path to Automation

PredictAP's automated invoice ingestion and AI-powered invoice coding was purpose-built to solve the challenges faced by Block. It could capture and index invoices in seconds—without manual data entry—and leverage AI to learn historical coding patterns to code new invoices.

PredictAP is a Yardi Standard Interface Partner with plug-and-play API integration, requiring no development to start syncing data from Yardi. As a cloud-based solution, it could be deployed in a matter of days, with hands-on time from the Block team totalling less than one hour. The rapid time to value was a major selling point for a team ready to reclaim the time they now spent on manual invoice coding.

The Results: Scalable Capacity, Increased Visibility, and Time for High Value Work

With PredictAP, Block's property managers were able to dramatically reduce invoice capture time, from minutes to seconds for both ingestion and coding. They can spend less time at their desk and prioritize onboarding offboarding properties, managing vendor relationships, and attending to tenant needs.

The AP team now receives coded invoices faster, with fewer errors, fewer duplicates, and more complete coding compliant with policies. With fewer invoices requiring attention, the review and approval cycles also improved, with faster payments and happier vendors downstream. AP can focus on more challenging and meaningful work, and take on higher value accounting tasks.

Increased visibility provided additional value, capturing a complete view of invoice volume and throughput for Block. Invoices could be uploaded into PredictAP as soon as they arrived, and sit in a single queue until they could be reviewed. Having a full picture of their real capacity would also make it easier to forecast future staffing needs.



"Property managers are always on call, always on the go. They don't have another 10 or 20 minutes to spend on every invoice when they could be doing something that matters—dealing with projects, bids, or tenant issues."

KIMBERLY MANN, CFO

Customer Overview

Block Real Estate Services, LLC (BRES) is a full-service commercial real estate company managing over 45 million square feet of retail, office, and industrial properties for equity partnerships and third party owners.

- 45M+ square feet commercial space
- 30K+ invoices per year