

CASE STUDY

SCALE AP TEAM CAPACITY

INCREASE EFFICIENCY

Rose Associates Scales Their Invoice Volume 4X Without Adding AP Headcount

NY's largest multifamily CRE proves adopting AI technology drives business transformation

The Challenge: A Growing Portfolio Overwhelms a Manual AP Process

Rose Associates is New York City's largest multifamily residential property manager, operating for over 100 years and managing more than 250 properties and approximately 35,000 residential units. As Managing Director of IT, Christopher Blackman oversees the technologies supporting AP processing, which touches every department and vendor relationship the company has.

As Rose grew at a double-digit pace, so did invoice volume, which sometimes led to bottlenecks. In the old system, invoices took up to 48 hours to be reviewed and fully coded, which site teams did by hand. Misdirected invoices were voided with no record, leaving vendors unpaid. "Invoices were often misrouted or voided and had to be reprocessed," Blackman recalled. "That wasn't sustainable."

New properties brought unfamiliar vendors, and invoices frequently required complex percentage-based splits across multiple entities, all calculated manually. "It strained our vendor relationships," Blackman notes, "and took away time that could have been better spent keeping resident satisfaction high."

The Solution: AI-Powered Automation Built for Commercial Real Estate - "It Just Works."

Rose evaluated multiple solutions, including Avid, Yardi Full Service, and PredictAP. PredictAP stood out for its accuracy in invoice coding, deep specialization in real estate workflows, and seamless integration with Yardi. The ability to automate complex allocations and standardize processes across a large, multi-entity portfolio was a key differentiator.

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CHRISTOPHER BLACKMAN,
MANAGING DIRECTOR, IT

99.9%

REDUCTION IN
INGESTION &
CODING TIME



"The entire PredictAP team jumped in and helped us," Blackman said. "Every building has different and complex needs, but they got stuck in. You don't see that commitment from a lot of software providers."

PredictAP's native integration with Yardi required no custom development. New properties are automatically onboarded as they are added in Yardi, allowing Rose to scale operations seamlessly without additional IT effort. "We add a property, we plug in PredictAP. It just works."

PredictAP also became the organization's institutional memory. As AP Manager Tiffany Jackson notes, "Coding practices are standardized and centralized in the platform; coding is more consistent and with fewer errors, and we're not dependent on any individual to get it right."

The Result: Four Times the Invoice Volume. The Same AP Team.

"With PredictAP automatically classifying invoices, applying GL coding, and handling the allocation logic across properties," said Jackson, "PredictAP has eliminated a significant amount of manual data entry." This allowed Rose to scale their invoice volume from 9,000 to nearly 20,000 per month without increasing headcount, and reduced the time for fully-coded invoices to get into Yardi from 48 hours to under one minute - a 99.9% reduction.

"Now the AP team can focus on exceptions and higher-value activities," Jackson continued, "and site teams can focus on residents, instead of paperwork. Everybody benefits."

Rose experienced additional benefits as well. "Beyond AP efficiency, PredictAP demonstrated that AI-driven automation can be deployed safely and at scale," Blackman said. "It established a foundation for broader operational transformation and increased our readiness for future technology initiatives."

"Now, PredictAP is the tribal knowledge. In the event of turnover, we don't have to worry that knowledge is going to be lost."

CHRISTOPHER BLACKMAN
MANAGING DIRECTOR, IT

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TIFFANY JACKSON,
AP MANAGER

Customer Overview

Rose Associates is New York City's largest multifamily residential property manager. Founded in 1925, Rose combines deep institutional ownership expertise with a people-first operating culture. The company has grown at a double-digit pace for three consecutive years and has been recognized as a top-five Best Place to Work in Multifamily.

- **250+** properties managed
- **~20,000** invoices processed per month
- **Platform:** Yardi Payscan + PredictAP

www.roseassociates.com