

REIT WITH 1,400 SENIOR LIVING LOCATIONS REDUCES WASTE COSTS BY NEARLY 20%



Industry

Senior Living / Real Estate Investment Trust (REIT)



Client

A leading S&P 500 REIT with a portfolio of ~1,400 senior housing and healthcare properties across North America.



Challenge

Rapid portfolio growth created fractured systems, multiple billing platforms, and an inconsistent accounts payable process that led to unmonitored waste costs.



Solution

SIB audited waste invoices, corrected billing errors, and implemented a centralized bill-pay process — with ongoing SpendBrain™ monitoring to sustain savings.



Result

19.6% reduction in waste costs, including **\$625,000** in corrected overcharges and **\$124,000** in net annual savings across audited properties, with improved cross-portfolio operational controls.

THE CHALLENGE

Because the client's portfolio expanded rapidly through acquisitions, the senior living operator inherited fragmented billing systems, legacy software platforms, and decentralized accounts payable workflows. This made it difficult to spot waste billing errors, enforce consistent processes, or capture savings across hundreds of properties without dedicated oversight.

THE APPROACH

SIB audited 1,635 waste invoices across 197 locations and identified systemic inefficiencies and errors in 16.4% of invoices. We corrected overcharges totaling \$625,000 and implemented a centralized bill-pay process that eliminates paper invoices, standardizes billing, and streamlines ongoing cost control for expanded portions of the portfolio as they are onboarded.

"The deal structure is simple, effective and has no downside. Equity Lifestyle Properties appreciates contracts that are less than five pages. We saved north of 25% on our trash bills and it doesn't cost us any time/money."

Lance Beach, VP of Acquisitions Equity Residential

THE RESULTS



reduction in waste costs year over year

- ✓ **\$625,000** in overcharge corrections identified and recovered
- ✓ **\$124,000** in net annual operating savings after optimization
- ✓ Standardized bill pay process rolled out portfolio-wide

These outcomes demonstrate how invoice auditing and process standardization can translate into significant, repeatable financial impact on a complex, multi-location spend category.

SpendBrain™

WHERE TRADITIONAL AUDITS END, SPENDBRAIN BEGINS.

SpendBrain™, SIB's AI-powered financial intelligence platform, continuously analyzes expense categories, including property tax, utilities, and vendor payments.

By layering this technology over SIB's hands-on expertise, our clients gain a permanent safeguard against overspend, plus predictive visibility into future cost risk.

What this means for CFOs:

- ⚙️ Automated monitoring flags anomalies and valuation shifts in real time
- 📈 Predictive insights help finance leaders budget and forecast more accurately
- 📊 Portfolio-level intelligence connects tax savings to broader spend optimization strategies

THE CFO TAKEAWAY

With SpendBrain, organizations build a permanent spend advantage by transforming fragmented vendor and invoice data into cost intelligence that drives EBITDA.

Ready to see your hidden savings?

[See what you can save with SpendBrain](#)