ZE GO

BPMI Properties

BPMI Properties is a Dallas-based property management company specializing in a full range of services for condominium and townhome Homeowner Associations. After years of manually processing their homeowner dues, they implemented Zego Payments and saw a complete transformation in their business operations. Between happier homeowners, faster workflows, and better visibility into their data, BPMI wondered why they hadn't used Zego sooner.

Key benefits

✓ **Improved efficiency**
Zego improved day-to-day workflow for BPMI's staff

✓ **Greater analytics**
TOPS API integration with Zego saves BPMI staff time and provides more insight into payment data

✓ **Happy homeowners**
Homeowner experience is improved, allowing them to pay with the payment method of their choice

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> — Tina Bennett, Project Coordinator at BPMI

The client

Location	**Total units**	**Industry**	**Zego solutions**	**Accounting software**
Dallas, TX	2000	HOA	Payments	TOPS

The challenge

1. Manual payment processing was difficult, time consuming and error prone
2. BPMI needed a payment vendor who could work with their bank
3. TOPS integration was required to simplify accounting and provide smooth reconciliation

Before working with Zego, BPMI was processing dues payments directly with their bank, meaning they were manually inputting checks into their accounting system. By not having the convenience of an Digital payment solution, their accounting staff was bogged down by time consuming and difficult workflows. In addition, their homeowners had limited options for making payments, leading to frustration. When BPMI decided to change banks, they began to consider the benefits of working with an Digital payment provider to simplify this process.

The solution

When their new bank recommended Zego, BPMI's first priority was to ensure the integration with their management software would be seamless. "TOPS is our property software, so finding a payment vendor who integrated with them was a big priority for us," said Tina Bennett, Project Coordinator at BPMI. Zego provided TOPS integration, as well as the ability to work with BPMI's new bank.

In addition, Zego offered multiple payment options, which would allow BPMI's homeowners to choose the method that was most convenient for them. The combination of smooth integration with their software and bank, along with multiple payment offerings for homeowners, made Zego the right fit for BPMI.

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The result

1. Faster processing: Processing daily downloads is much easier and saves staff time
2. Easy to use: Zego Pay is intuitive and simple to use, improving productivity
3. More payment options: Provides homeowners the flexibility to pay with different methods of their choice

Once onboarding was complete, the Zego Team worked with BPMI to coordinate a complimentary outreach program to their homeowners. Zego created customized fliers for BPMI, which provided homeowners with information about the new payment options, including how to pay rent online. Thanks to the complimentary marketing campaign, homeowners began utilizing the new payment options right away, delivering immediate time savings for BPMI's staff.

Now, when BPMI's homeowners pay their dues, they can select the option that is most convenient for them - eCheck or credit card. "The flexibility our homeowners have when making a payment is just one of the great things we love about Zego," said Bennett. In addition, each Digital payment integrates into their TOPS system, improving processing times and increasing staff productivity. The integration has also improved since becoming a Zego client. When Zego was originally launched at BPMI, the integration with TOPS was file-based. Since then, the integration has been upgraded from file-based to API, for an even more automated, expedited integration.

Finally, both BPMI staff and homeowners can access Zego's Customer Support and Resident Experience Teams for any updates needed or ongoing questions. Said Bennett, "Zego's customer service is always very helpful and able to answer our questions when we call. Working with Zego has provided a huge time savings for us and we are very pleased with them."