



Powered by PayLease

Driving productivity and NOI at multifamily properties

Benefits of a Comprehensive Payments, Billing and Utility Expense Management Platform



The study

Hobson & Company, a leading research firm focused on Return on Investment (ROI) studies, worked with Zego to conduct independent research consisting of 18 in-depth client interviews, to explore property management challenges and learn how industry leaders are responding to increase their productivity and grow their portfolios. This infographic provides a short summary of the results of the [full white paper](#).



The impact

Research demonstrated that the comprehensive Zego Platform can improve productivity and increase NOI at multifamily properties. Customers interviewed reported the potential to:

Save time

Increase NOI

- 90%** reduction in time spent processing and paying utility invoices
- 80%** reduction in time spent managing vacant unit expense
- 70%** reduction in time spent managing resident utility billing
- 65%** reduction of late payments and resident support related inquiries
- 50%** reduction in time spent managing online resident payments
- 50%** reduction in time spent on system integration support and maintenance

- 25%** increase in online payment utilization when payments and billing are used together
- 50%** reduction in costs from utility late fees, errors/anomalies, and utility collections losses
- 100%** increase in the potential to recover online payment fees and resident billing fees
- 30%** increase in vacant utility costs recovered
- 100%** increase in vacant cost recovery penalty fee revenue
- 10%** increase in property value

The platform

The Hobson study found that PayLease's best-of-breed payments, billing and utility expense management platform with full integration support delivered a quick and compelling ROI by allowing property managers to:

- Securely capture rent and utilities
- Seamlessly reconcile accounts
- Effectively benchmark and optimize portfolio performance
- Improve productivity and increase NOI



Contact Zego for your custom analysis and complimentary ROI report.

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