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EZR Management

EZR Management is a Memphis-based property management company specializing in HOA, residential, and commercial services. After learning the hard way that their previous payment vendor couldn't fully integrate with their accounting software, they implemented Zego Pay. Thanks to the time savings gained from Zego's integration capabilities, "we have time to focus on growing our business." - Ryan Edwards, President, EZR Management.

Key benefits

- ✓ **Cost savings**
\$50,000 annual savings in administrative work
- ✓ **Time savings**
97% reduction in time spent reconciling payments
- ✓ **Improved accuracy**
Tight integration with accounting software, Caliber, provides real-time visibility into payment data



“Working with Zego has definitely made our lives easier. What used to take us 80+ hours to reconcile now takes me under two hours.”

— Ryan Edwards, President of EZR Management

The client



Location

Memphis, TN



Total units

600



Industry

HOA



Zego solutions

Payments



Accounting software

Caliber

The challenge

1. EZR Management’s former payments vendor did not provide an easy integration with Caliber
2. Payment data wasn’t shown in real-time, causing confusion

When EZR Management implemented their first digital payment solution through another vendor, they were excited about reducing the administrative work tied to processing HOA and rent payments. Unfortunately, the integration they were promised with Caliber, their property management software, was not as seamless as they’d hoped. “We were using another vendor, and they promised we’d have a smooth integration with Caliber, but I would not define it as a true integration. I had to manually import and export files between both programs,” said Ryan Edwards, President of EZR Management. Edwards also found that importing and exporting data frequently caused one or both of the programs to freeze up during the file transfer, making users restart the process all over. “It was redundant, annoying, and not much of a time saver.”

The faulty integration prevented payment data from being displayed in real-time, causing confusion for EZR as well as their residents and homeowners. “When homeowners made payments, they didn’t immediately appear on the resident ledger. That caused confusion for us and our residents month after month.”

The multiple challenges EZR was experiencing with their integration led them to carefully vet other digital payment vendors who might be a better fit.



The solution

On the hunt for a new digital payment provider, EZR sought advice from Caliber about vendors who offered integration with their product. Caliber's team referred them to Zego. "They told me Zego had the best Caliber integration that they knew of. They also vouched that Zego would be able to integrate with the new remote deposit capture machines we had just acquired to read checks, so that was an added bonus."

To ensure Zego's payment solution rendered a more seamless experience than their other provider, EZR participated in extensive product demos. Edwards explained saying, "There were so many nuisances with our past integration. Because of all the challenges, I was adamant about seeing how Zego works in every scenario to make sure there weren't any hidden quirks. I needed to be sure this was going to be a precise fit for our needs. I was happy that Zego made sure I was confident in how the system would function and the implementation process." Satisfied with Zego's integration capabilities and payment functionality, Edwards decided to make the switch.

The result

- 1. A seamless integration between Zego and Caliber has eliminated redundant and inefficient tasks**
- 2. Payment and bank account information are visible in real-time, improving accuracy**
- 3. A drastic reduction in administrative tasks has saved significant time and money**

Since moving their digital payment solution to Zego, EZR Management reports improved integration with Caliber and improved visibility into payment data, both of which have resulted in a drastic reduction in administrative work. "In my opinion, Zego has a true integration with Caliber. I don't have to perform a long list of steps to get my data to appear in my software. I click a button and the data I need is there," said Edwards.

Seeing real-time payment data has also been beneficial to Edwards. "Once a homeowner makes a payment with Zego, it's posted on their ledger immediately. Another thing I appreciate is that Zego shows a real-time picture of the funds that are in our bank account. All I have to do is right click on my account and I can see the balance. If I were to log into my bank account, I'd see the same thing Zego reflects and it's nice." Zego allows each client to designate the type of information individual users can access, such as bank accounts, to protect confidential information.

Perhaps the most significant outcome since becoming a Zego client has been a drastic reduction in administrative work. "Working with Zego has definitely made our lives easier. What used to take us 80+ hours to reconcile now takes me under two hours." Thanks to the efficiencies gained, they were able to save approximately \$50,000 a year.

Reflecting on what his business was like prior to using Zego, Edwards said, "The way we were doing things wouldn't allow us to grow. We were bogged down. Now that we have gotten the right technology on our side, we have time to focus on growing our business and keeping our homeowners happy."



