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Hammersmith Management

Hammersmith Management, a leader in community management, provides a full range of services for condominiums, single family homes, townhomes and high-rises. Over the past 30 years Hammersmith's accomplished and highly educated property managers have been dedicated to meeting the needs of two-hundred plus associations totaling over 50,000 homes. Unlike their former digital payment solution, Zego Payments proved to be an effective and convenient way to process homeowner dues.

Key benefits

- ✓ **Seamless integration**
Full integration with Hammersmith's website
- ✓ **Improved user experience**
Single sign-on improves homeowner satisfaction
- ✓ **Award winning support**
24/7 homeowner support and responsive client support



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— Joseph Jordan, Website Manager

The client



Location
Colorado



Total units
50000



Industry
HOA



Zego solutions
Payments



Accounting software
Vantaca

The challenge

After experiencing substandard client support, lack of integration functionality with their website software and a complicated payment process for homeowners, Hammersmith pursued new vendors to process their digital payments. They had 3 goals in mind when looking for the right vendor. First, they wanted a solution that would provide maximum convenience for both homeowners and property managers. Second, Hammersmith required a payment provider who could seamlessly integrate with their website software. Lastly, they needed a company that offered top-notch client support.

The solution

Zego provided Hammersmith with payment portal services that fully integrated into Hammersmith's websites. They came complete with a single-sign on experience so residents would only have to login once when visiting the site. And for those associations without a website, Zego was able to provide an independent payment portal that residents could visit directly.

“The most important part of our decision was the user experience,” said Joseph Jordan, website manager. “We know that homeowner satisfaction depends on it – And the direct integration and single sign-on experience that Zego provided to our association's websites made everything seamless.”

Also important to Hammersmith was service and support. “Right away Zego exceeded our expectations. The integrations into our association's websites work great and their client support is tremendous. They answered and resolved questions within a day. With our previous provider we were waiting days.”



Zego also provided Hammersmith homeowners with 24/7 phone payment support – a new service from their previous provider. “Our residents found the 24/7 support to be very convenient – and that helped re-affirm our decision to go with Zego,” said Jordan.

“Zego was able to fulfill each of our requirements. They integrate perfectly with our website software, our homeowners enjoy single sign-on and their 24/7 support is a huge convenience.”

— Joseph Jordan, Website Manager

The result

Hammersmith now enjoys the control of a feature-rich system, paired with great client support. Their homeowner satisfaction and adoption rates remain a testament to the Zego solution. “Zego was able to fulfill each of our requirements. They integrate perfectly with our website software, our homeowners enjoy single sign-on and their 24/7 support is a huge convenience,” Jordan concludes.



