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JSM Apartments

Established in 1935, JSM Apartments is a family-owned management company based in Illinois. They manage over 1,500 multifamily units and approximately 450,000 square feet of commercial space. In 2009, they switched to Zego Pay after being another digital payment provider. Zego's robust payments platform and Client Success Team have made them a happy client for over a decade.

Key benefits

✓ **Easy-to-use payment platform**

An intuitive interface lets JSM perform all payment-related tasks with ease

✓ **Reliable deposits**

Zego's system accurately reflects when deposits are made

✓ **Timely support resolutions**

Support inquiries are promptly resolved by Zego's Client Success Team



“The level of customer service we receive with Zego is truly superior to any other vendor we have worked with.”

— Christy Johnson, Account Manager at JSM

The client



Location

Illinois



Total units

1400



Industry

Multifamily
Commercial



Zego solutions

Payments

The challenge

JSM came to Zego while under contract with another digital payments provider. Unfortunately, their vendor's poor customer service, unreliability of deposits, billing errors and high monthly fees made online payments a nightmare for JSM's staff. Staff accountants were spending several hours per week dealing with errors and the repercussions of not receiving deposits on time from their payments provider. Without a dedicated account manager to service their account, JSM typically had to wait days or even weeks to have an issue resolved. JSM needed a reliable and convenient digital payment solution and turned to Zego to improve their collection process.

The solution

Zego's lower monthly rates and transaction fees were an immediate benefit to JSM. JSM would also be able to accept payments directly from their website. Additionally, Zego's quick and straightforward setup process made transitioning to another vendor simple. Christy Johnson, Account Manager at JSM recalled the set up experience. "One day we were with another vendor, and literally only a few days later, we were signed up and processing payments through the Zego system. It was a very seamless transition," she said.



The result

Time spent focusing on resident payments has greatly decreased for JSM since becoming a Zego client. Reporting tools and reliability of deposits are the most favored features of the Zego system. “The daily reports I receive from Zego are so convenient for us. Plus if I need to look up a particular transaction I can find it in the Zego system within seconds. It wasn't so intuitive with our old payment vendor,” said Johnson. “Also, funds are deposited into our bank accounts precisely when the Zego system says they will be. There are never any delays – we can always depend on getting our funds on time,” she added.

Finally, the customer support provided by Zego has helped transform JSM's experience with digital payments. JSM relies on Zego's call center for any problems and also has a dedicated Client Success Team to assist with day-to-day account maintenance. “Whenever I need assistance on our account, I can call or email our representative. They are very responsive and I don't have to wait long for my request to be completed. The level of customer service we receive with Zego is truly superior to any other vendor we have worked with.”



