



# Signet Group

## Case study

### About Signet

The Signet Group team is a family operated company that manages over 1000 units throughout Southern Ontario. Owning and operating quality residential high-rise and low-rise, commercial, industrial, and retail properties, Signet Group has earned a reputation of being a caring, detail-oriented, hands-on company.

### The Challenge

- Main payment method was cheques, which was time consuming and costly for administration to process
- No dynamic options for tenant initiated payments
- No credit card options
- Payments weren't streamlined into the existing Yardi property management software
- No digital method for submitting and tracking maintenance requests.

### The Solution

- Payquad's branded portal has given tenants more payment options allowing for easier, quicker payments.

- Tenants love having much more control over their payments, payment history and scheduled payments directly in the palm of their hands.
- Payquad's support representatives have handled tenant inquiries which allowed for a very smooth implementation.
- Payquad's robust reporting has allowed a seamless integration to update tenant ledgers within the existing accounting system.
- Signet has taken advantage of Payquad's Free optional maintenance request module, continuing on their reputation of hands on management. The module has allowed tenants to track their requests and be notified in real-time of their progress.

“ Payquad has allowed our tenants payment ease and communication options that were not available before, resulting in happier more satisfied tenants. In turn, we've been able to save administrative time and money as a result.”

I. Greenberg – VP, Signet Group

## The Results

- Very positive reception from tenants that are thrilled to have more options and **convenience**.
- Administration **time and cost has been reduced** due to the streamlined automated payment options and software integration.
- Automated notifications have created very **clear communication** for both tenant and management.
- Payquad's Maintenance Request Module has created **happier tenants**, while management has all requests organized and archived digitally saving staff time and money.
- Payquad's system has helped facilitate a **reduction in on-site staff**.

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