

## A CASE STUDY FOR:

# PAYLEASE

SECURITY, SUPPORT ALLOW PROPERTY MANAGEMENT SPECIALISTS PAYLEASE TO DO MORE IN PAYMENTS  
Rackspace expertise helps sharpen processes, trim cost.

### BUSINESS

Leading payments provider for property management companies serving Residential, Homeowner Association, Corporate Housing & Student Housing markets

### CHALLENGES

Continue to deliver industry-leading solutions that simplify and accelerate payments

### SOLUTION

Rackspace Managed Public and Private Cloud Services, and Intrusion Detection; Object Rocket Elastic Search

### OUTCOME

For customers, less administrative work and improved cash flow and funding time. For PayLease, cost savings and higher performance





PayLease is a leading payments and utility management provider for the property management and HOA industry. From multifamily to single-family, corporate housing to student housing and beyond, property management companies of all sizes use San Diego-based PayLease so residents and homeowners can pay rent or dues online.

Since incorporating in 2003, the privately held company has grown to serve thousands of property management clients in all 50 states representing millions of units. Specialties include Online Payments, Payment Notifications, Alerts & Reminders, ACH, Credit Card, Check Scanning, Cash Pay options, Industry-leading 24/7 Customer Support and more.

With thousands of clients overseeing millions of units and a 96% retention rate, the company has helped numerous management companies successfully transform their business operations. As a result PayLease in 2015 earned its fourth consecutive inclusion on Deloitte's Technology Fast 500™, ranking as 258th-fastest growing technology company thanks to a 283% revenue growth between 2011 and 2014.

PayLease provides online billing, collection, and utility expense management tools to HOAs and property management companies. "Because payment processing in general is a growing industry, PayLease is in a unique position to capture market share," said Wade Williams, Chief Technology Officer at PayLease.

## SOLUTIONS THAT ACCELERATE

Property managers use PayLease to offer their residents convenient online payment options and to improve their own operational efficiencies. PayLease solutions are easy-to-use, and are backed with the highest levels of security and customer support.

A Rackspace customer for over five years, Paylease chose Rackspace in 2009 in order to locate its hardware and operations, as Williams says, "in a highly secure, state-of-the-art data center."

Today PayLease maintains a physical data center, in addition to using the Rackspace Managed Cloud. "We utilize large application, database and security appliances and make use of Elastic Search for optimized performance."

## COMPLIANCE AND ACCOUNTABILITY

With compliance being a major priority for this payments purveyor, Williams cites greater peace of mind through Rackspace's PCI compliance posture. Rackspace proactive security is also an important benefit helping his team, which includes QA, database, systems, and development staff.

"We are very serious about security, and one of the main drivers for getting into Rackspace initially was to be located in a PCI Level 1 data center," he said. "You can't cut corners with security and Rackspace makes that so much easier. Being PCI Level 1 certified is highly important for PayLease."

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"WHAT KEEPS ME UP AT NIGHT?' NOT MY  
INFRASTRUCTURE SUPPORT. WITH RACKSPACE,  
I KNOW THAT I'M COVERED AROUND THE CLOCK."

WADE WILLIAMS :: CTO, PayLease

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## PROACTIVE APPROACH

On the topic of support, PayLease is a firm believer in Rackspace's **Fanatical Support**®. "We're not a multi-national corporation, so to receive the level of attention we do is truly amazing," Williams said. "I have never experienced that with any other managed data center. The monitoring and alerting provided by the NetSec team at Rackspace, along with their threat management services, have been invaluable to us."

Results include marked improvements in performance and support.

"Having the level of expertise across the board with Rackspace – from network security, to database administration, to optimized search capability – is very important to us," Williams said.

"Last but not least, we have been able to thrive as a company with a fairly small systems team as a result of Rackspace's remote hands and the Rackers that we have available to help us 24/7, which is a definite cost savings."

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"SUPPORT FROM MY RACKSPACE ACCOUNT MANAGEMENT TEAM IS THE BEST THAT I'VE EVER EXPERIENCED IN MY CAREER. THE SUPPORT FROM RACKSPACE IS UNPRECEDENTED AND HIGHLY VALUABLE TO PAYLEASE." "

WADE WILLIAMS :: CTO, PayLease

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# ABOUT RACKSPACE

Rackspace (NYSE: RAX), **the #1 managed cloud company**, helps businesses tap the power of cloud computing without the challenge and expense of managing complex IT infrastructure and application platforms on their own. Rackspace engineers deliver specialized expertise on top of leading technologies developed by OpenStack®, Microsoft®, VMware® and others, through a results-obsessed service known as **Fanatical Support®**.

Learn more at [www.rackspace.com](http://www.rackspace.com) or call us at **1-800-961-2888**.

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