



Case Study: Innovative Solution to Developing Native Apps for PayLease

ZurelSoft developed a unique solution that helped PayLease offer a mobile app to its customers.

PayLease is a San Diego-based company that handles payment processing for HOAs and property management firms. Customers can make payments by logging into a web app, which is mobile-optimized so that it works on smartphones. PayLease also wanted to launch a mobile app on the Apple App Store and Google Play Store for added convenience.

Specifically, the company wanted the mobile app to leverage its responsive website, thereby minimizing the cost of development, but it wasn't sure how to get past the Apple app store restriction on native apps that deploy a web browser. And they didn't have the in-house expertise to develop the app themselves.

After a rigorous vetting process, PayLease hired ZurelSoft, headed by CEO Prasanna Adhikari, whose team came up with a prototype for the solution before the ink on the contract was dry. ZurelSoft not only turned the work around quickly, but it also stayed on course when it ran into technical issues on the Android side.

Tackling the Browser Issue

Wade Williams, VP of Engineering for PayLease, called ZurelSoft's approach out-of-the-box thinking. "Prasanna's guys immediately came up with the idea of using an embedded browser, where essentially your native app stays native," he said.

Instead of launching a new browser from the mobile app, the team embedded the browser inside the native app, so the user never had to leave the app after logging in. The content that a user would see when accessing the native app came from the PayLease website, but since the website is optimized for mobile, the user experience was never compromised.

This unique solution was accepted by the app store within a week after it was submitted. ZurelSoft handled the submission process for PayLease, which was helpful, because PayLease had never done that before.

Working Through the Bugs

With the mobile app for Android, ZurelSoft ran into some issues with the embedded browser. This added delays, but soon it was discovered that the problem resided with JavaScript on the PayLease website that was prohibiting Android from accepting digits in the payment field. Once PayLease fixed the problem on its end, the app worked.

"They stayed the course," Williams said. "They worked with us every step of the way on every idea we had. We really had no pushback at all from them. They were willing to do whatever it took, and that made a difference."

Overall, PayLease was pleased with the final result. "They certainly went above and beyond in every regard," Williams said. "It was great working with them."

A Good Business Model

Based in San Diego, Calif., PayLease wanted to hire a local company to develop its apps. Wade Williams, VP of Engineering at PayLease, interviewed two companies. Both had offshore resources, which some may equate with poor quality and sweatshops. But that was clearly not the case with ZurelSoft.

What impressed Williams about the business model was that the development team in Kathmandu, Nepal, works directly for ZurelSoft and CEO Prasanna Adhikari. They are full-time employees, receiving benefits, sick leave and competitive salaries.

"When we heard that model and heard Prasanna explain it and how it worked, we were sold," Williams said. "It was fundamental in our decision."