

CLIENT STORIES

# How the doctor behind S&M Building Management transformed his real estate side hustle into a family business with OnPay

Founder Mark Glazer, MD, knows that running a successful business requires a streamlined approach to daily operations, especially when managing payroll.



# A doctor's vision for his family and future

Mark Glazer, MD, founder and owner of S&M Building Management, has been a dedicated ophthalmologist since graduating from the University of Illinois-Chicago College of Medicine over 40 years ago. Starting small, he quickly earned a reputation as a trusted eye doctor, attracting more patients and building a flourishing practice. But as he started a family, he often found himself wondering:

“When I reach retirement age, if I can no longer diagnose and treat patients, what else can I do to bring in a consistent income to sustain and provide for my family?”

He began researching potential passive sources of income and settled on real estate. In his spare time, Dr. Glazer began purchasing properties, continuing to provide patient eye care by day and honing his skills as a property owner in the evening.

With each property, Mark gained confidence in providing a better life and secure future for his wife and two sons. As the real estate business gained momentum and revenue increased, he hired staff to manage operations. What had begun as an idea to generate passive income was now a thriving family business. Today, S&M Building Management is known for providing its tenants with a friendly, personalized experience when searching for modern, convenient neighborhood apartment rentals.



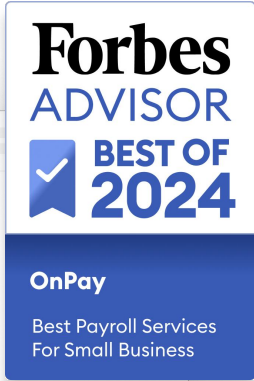
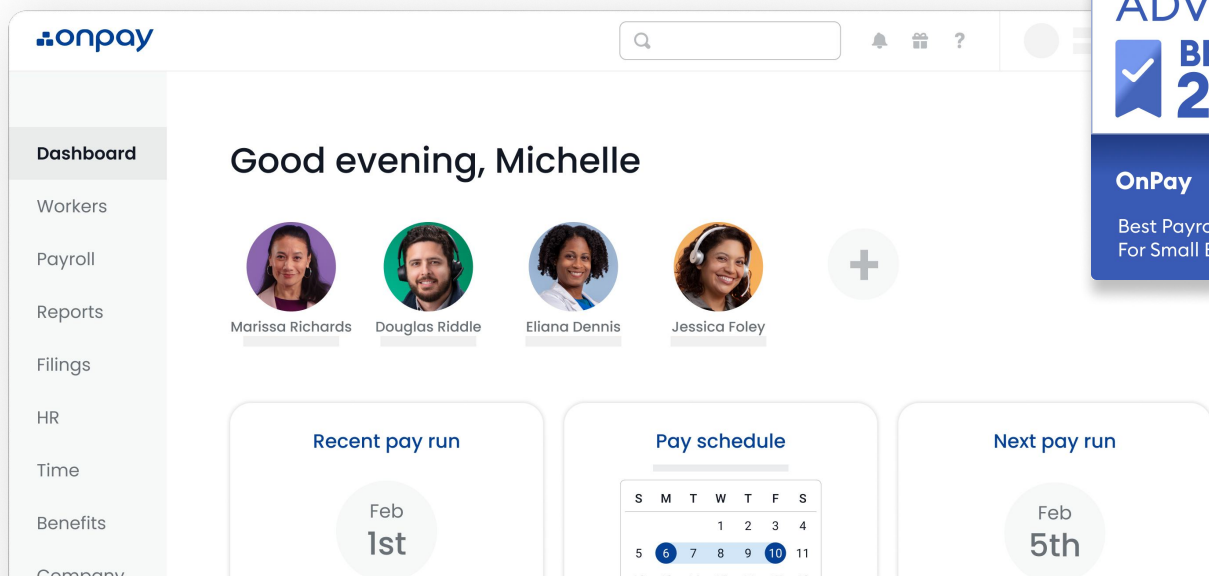
**ABOUT THE CLIENT**

## S&M Building Management

Located in Chicago, Illinois S&M Building Management is a family-owned property management business that provides apartment rentals and commercial spaces.

**Where:** Chicago, IL  
**Company Size:** 7+ employees  
**Client Industry:** Real Estate | Property Management  
**Joined OnPay:** February 2016

*S&M Building Management needed an easy online solution to simplify payroll. With OnPay, they streamlined both payroll and daily operations while also taking advantage of cost-effective benefits like retirement savings.*



How does vision care fit into the bigger picture? Even with all his real estate success, Mark remains passionate about ophthalmology. The practice is still going strong, and in his spare time, he serves as a traveling eye doctor for veterans. Through it all, Mark has managed to balance his dual commitments, ensuring that both his family and his patients are well cared for.

## THE CHALLENGE

# Finding reliable payroll support in a sea of promises

In his early days as a real estate entrepreneur, Mark was a one-man operation: scheduling property showings, assisting tenants, and running payroll without outside help. But as his portfolio grew, juggling all the administrative tasks became a full-time job. To free up time, Mark turned to a well-known payroll provider he had previously used for his ophthalmology practice, but frustration quickly followed. Questions went unanswered, and the customer support he once depended on seemed to have disappeared overnight. At the promise of a better partnership, he tried another payroll company, but it was déjà vu all over again. Customer support was unreliable and kept him from being able to run his business. Once again, he was looking to move on.

With his experience, he knew he needed:

- ✓ Payroll software backed by expert support, with no hidden fees and robust features
- ✓ A streamlined solution to simplify payroll and admin tasks from start to finish
- ✓ The flexibility to pay employees in multiple states – whether they're contractors, salaried, or commission-based

## With OnPay, S&M Building Management:



Spends **less than 1 hour** on payroll, HR, and benefits tasks per month



Pays employees across multiple states **at no extra cost**



Offers **cost-effective retirement savings** integrated with Guideline

## THE SOLUTION

# Effortless payroll and benefits management with OnPay

Mark's search began with a recommendation from his eldest son, who had read about OnPay as a top-rated payroll software in many industry publications. Impressed by the positive client reviews — especially when describing ease of use — Mark decided to try it. After a conversation with a customer support representative, he was sold. He appreciated the simple user interface and the HR tools he now had access to, and OnPay's team even took care of migrating S&M's data and setting up the account, at no extra cost.

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*“OnPay delivers a really good value.”*

**Mark G.,**  
S&M Building Management

## PRESENT DAY

# Payroll made simple for the entire team

Since switching to OnPay, Dr. Glazer's team can now complete monthly payroll, HR, and benefits-related tasks in under 1 hour. In addition to seamlessly paying multi-state employees, Mark can easily pull reports and offer retirement savings through OnPay's integrated partner Guideline. This helps the team devote more time to finding homes for clients, while Mark spends more time with his family. Payroll has become stress-free, and S&M Building Management has found a payroll solution that is not only simple to use but also scalable as its properties grow.