

More Than Just a Payments Partner - The White Glove Solution

User

The Client is a software, technology, and business communications company that engineers dependable business solutions backed by human touch. This eCommerce software provider began as a SaaS company and has since expanded to include five lines of business: IT solutions, software solutions, business communications, website services, and security solutions.

Problem

The Client was looking for an EMV-capable payment processing solution for its compliance-minded customers. After several bad experiences with payments vendors that didn't follow through on promises, the Client grew tired of painful project experiences. As a customer-centric organization, they wanted to find a reliable partner with a solid solution that would make the lives of their customers easier and feel like an extension of their team. Since they had never offered integrated payments as part of the system prior to working with Global Payments Integrated, a seamless integration was a very high priority.

Solution

Global Payments Integrated provided a white glove service that put the Client and the Client's customers first. Stepping in as more than just a payment provider, Global Payments Integrated took the extra time and effort to help the Client and its customers succeed. A few of our services for the Client included:

- **Training the sales team** — the Client was happy to have additional support in training the sales team on the payments offering and its benefits for customers.
- **Navigating touchpoints** — the Client was able to put their customers directly in touch with Global Payments Integrated any time there was an issue, and we were responsive and ready to help. This helped eliminate pain points around multiple touchpoints and miscommunication.
- **Easy onboarding** — the Client's customers were very happy with the easy onboarding process. All were pleased with the elimination of double data entry, as well as the subsequent reduction in fraud and streamlined reconciliation process.



Differentiators

Decline Minimizer:

The Client's customers are thrilled with Decline Minimizer and consider it something that sets Global Payments Integrated apart from the competition. This automated card updater service provided the ability to collect on payments that would have otherwise been declined due to expiring cards on file, which the Client noted was essential.

Customer service:

The Client reports that Global Payments Integrated does a good job of being "close to clients." The Client feels as though they can reach out to developers any time they have an issue and each positive experience strengthens the business relationship. Having a payments partner that the Client knows will treat their customers as their own and provide exceptional service to was a key factor in determining who they would partner with.

White glove treatment:

The Client appreciated the white glove treatment they received from Global Payments Integrated, including our ability to put their customers first. This enabled the Client to focus on making payments strategic and growing their business.