

CASE STUDY:

# Enhancing Payment Solutions with MultiPay Integration



## Overview of In-Tech Solutions Limited

In-Tech Solutions Limited, established in 1991, specialises in developing tailored business software solutions primarily for the retail, wholesale, and distribution sectors. With a strong focus on understanding each customer's unique needs, In-Tech Solutions offers bespoke software solutions, distinguishing itself in the industry.



### Why MultiPay was selected as a Partner

In-Tech Solutions needed a P2PE payment solution provider that could offer flexibility while maintaining acquirer independence, crucial in an industry where providers often require retailers to commit to a single option. MultiPay emerged as the ideal partner due to our ability to provide a P2PE solution that offered this much-needed flexibility.



### Expected Achievements

The collaboration with MultiPay aimed to streamline payment processes for In-Tech Solutions and its retailer users. By leveraging MultiPay's solutions, In-Tech anticipated faster implementations and a more robust payment system for both existing and future clients.



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### Business Impact of MultiPay Integration

The integration with MultiPay had a significant positive impact on In-Tech Solutions. MultiPay's responsiveness stood out, with configuration tasks completed in a fraction of the time compared to other providers. This efficiency translated into quicker implementations, ensuring smoother operations for both In-Tech Solutions and its clients.



### Direct Benefits Experienced by In-Tech Solutions

One of the key benefits of the collaboration was the adoption of PAX A35 terminals, meeting the latest PCI PTS 6 standards and ensuring long-term support for merchants. Additionally, the PAX store functionality facilitated centralised management and updates, enhancing operational efficiency compared to previous devices.



### Customer Examples and Integration Benefits

In-Tech Solutions has numerous customers who have directly benefited from the integration with MultiPay's terminals and gateway. These customers have experienced improved payment processes, streamlined operations, and enhanced security measures, ultimately leading to better overall business performance.



### Partnership Visibility

While In-Tech Solutions is open to showcasing its collaborations with partners like MultiPay on its website, it prioritises obtaining consent from clients before mentioning them in any public materials. This commitment underscores In-Tech's dedication to respecting client privacy and maintaining transparent communication practices.

In summary, the integration of MultiPay's solutions has empowered In-Tech Solutions to deliver more efficient and flexible payment processing options to its clients, ultimately contributing to enhanced customer satisfaction and business success.