VERITY

A CASE STUDY
TransNational Payments

TransNational Payments is a merchant services provider for U.S. based small-and medium-sized businesses, specializing in affordable and powerful payment processing, payroll and POS solutions.

"The Verity IT team is always just one email or phone call away. We can depend on them to deliver extremely thorough and customized solutions for our challenges when it matters — from daily IT support to data protection — so we can keep doing business securely and seamlessly."

- Bryan Olson, Executive Vice President of Operations
  TransNational Payments

VERITY
TransNational Payments

COMPANY	TransNational Payments
WEBSITE	https://www.gotnpayments.com
LOCATION	Rosemont, IL 60018

SERVICES Affordable credit card processing, POS solutions, mobile payments, Full Service Payroll, online payments, gift card and loyalty programs for small- and medium-sized businesses.

THE PROBLEM
Expensive, Limited Support with Poor Scalability & Mobility

- Previous support solution didn't offer necessary scalability as business and user base grew
- On-site IT support team lacked time to work toward strategic initiatives due to high volume of daily help desk requests
- Previous support solution created cost unpredictability due to case-by-base cost of issue escalation, system upgrades, etc.
- Two separate office locations necessitated remote or mobile solution plus improved network speed & security
- Needed improved visibility into IT ticket management and status of resolutions

> *As our business and user base grew, we needed a more scalable solution to support our infrastructure and core business processes — Verity IT made this possible. They transitioned our support seamlessly and in a timely manner and we saw an immediate increase in our end user satisfaction. We went from one employee to a team of employees, providing on-demand help desk service."*
>
> *Bryan Olson, EVP, TransNational Payments*

THE SOLUTION
All-In-One Unlimited On-Site & Remote Support Provider

UNLIMITED HELP DESK SUPPORT

Verity IT provides unlimited remote and on-site IT support across two locations for the company's 100+ users.

+10 FREE HOURS

RESULTS: The on-site IT team can now shift focus to strategic initiatives and critical systems without worrying about end-user issues.

ERROR RESOLUTION TEAM

Verity IT's highly responsive technicians analyze, replicate and solve the issue, provide clear communication and deliver a satisfying resolution.

25% FASTER

RESULTS: The speed of ticket resolution improved by 25% — Employees get back to work faster and each issue is less likely to reoccur.

TRANSPARENT FLAT-RATE

Verity IT offers a complete package — unlimited support, antivirus, network monitoring and backup services — at a simple, flat monthly rate.

35% SAVINGS

RESULTS: Achieved 35% savings over the previous support solution, now with a larger team and more financial resources for strategic efforts!

LEADING NETWORK SECURITY

Verity IT ensures high-level network support and nonstop monitoring so data is protected, preserved and securely transferred end-to-end.

SECURITY

RESULTS: Gained reliable protection from sensitive customer data breaches, fraud attacks and the implementation of more secure business practices across both locations.

VERITY
Verity-IT.com | **(888) 642-8472**