access PaySuite

Access PaySuite's Direct Debit Solution
helped to expand and grow PayPoint's payment offering

THE CHALLENGE

PayPoint

PayPoint makes payments convenient

In thousands of retail locations, at home and on the move, PayPoint makes life more convenient for everyone. They help millions of people to control their household finances, make essential payments and access in-store services, like parcel collections and drop-offs. Their UK network of 28,000 stores is bigger than all banks, supermarkets and Post Offices together, putting PayPoint at the heart of communities nationwide.

For retailers, they offer innovative and time-saving technology that empowers convenience retailers to improve business efficiency, achieve higher footfall and increased spend to grow their businesses profitably. PayPoint One, their innovative retail services platform, is live in over 13,000 stores in the UK and offers everything a modern convenience store needs, from parcels and contactless card payments to EPoS and bill payment services.

PayPoint helps over 500 consumer service providers to save time and money while making it easier for their customers to pay – via any channel and on any device.

For clients of all sizes, they provide cutting-edge payments technologies without the need for capital investment.

Bespoke Direct Debit
software was not an option

PayPoint wanted to offer a MultiPay product for their clients who manage a large number of transactions every day. To deliver it, they needed a flexible platform where their client's customers could make payments choosing from multiple payment options.

Given its popularity with UK consumers, Direct Debit was an important payment choice that was missing, but they faced several initial challenges: where would they start? How would they build out this system and guarantee it was secure? How long would the development for this platform take?

PayPoint soon realised the fastest and most cost productive route would be to find an expert third party to support the integration of Direct Debits into their MultiPay service. By sourcing a white-label product, PayPoint would be able to finalise their strategic aims of providing a flexible range of payment options to support their clients payment collection requirements.

> "Access PaySuite helped expand our portfolio of services by adding Direct Debit as the final key payment method to complete our full omnichannel digital payment suite, MultiPay. With the provisioning of their white-labelled Direct Debit platform, their service was easy to set up and easy to enable. They are a very knowledgeable, very expert business.
>
> **Mark Anderson, PayPoint MultiPay Product Manager**

Swift integration to bring
Direct Debits into MultiPay platform

To get the process started, PayPoint went out to tender and found Access PaySuite, who presented their Direct Debit solution to PayPoint's chief executive and senior management teams.

Aiming to get MultiPay to market as soon as possible, PayPoint and Access PaySuite worked swiftly together to develop and set up fulfilment for the Direct Debit payment option for PayPoint's clients.

"It was very quick between scoping all the specification details for the product and Access PaySuite delivering the Direct Debit applications to us. Access PaySuite also tested the capacity to 1 million transactions per day to ensure it met our estimated transaction volumes. They soon created the white label version, which we were able to take to market wholly with our branding. We didn't want our clients to see a third party provider."

Once the domain was set up, the PayPoint team were pleased to see how smoothly the entire process ran. The initial training for the PayPoint client services team has included live training days, webinars and on-call support. PayPoint can now offer a service that is the most flexible Direct Debit platform available in the market today.

> " Administration-wise, we feel it is managed closely between us and Access PaySuite, and we can offer greater support which enables us to onboard clients more quickly. Access PaySuite gives us the option to provide our clients with much more functionality, tools and flexible reporting than other Direct Debit platforms. Setting up the typical range of reports is straightforward. And then depending on what the client needs, we can create bespoke reports for them. The secure, scalable and flexible Direct Debit platform fully hit the mark. "
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> **Mark Anderson, PayPoint MultiPay Product Manager**
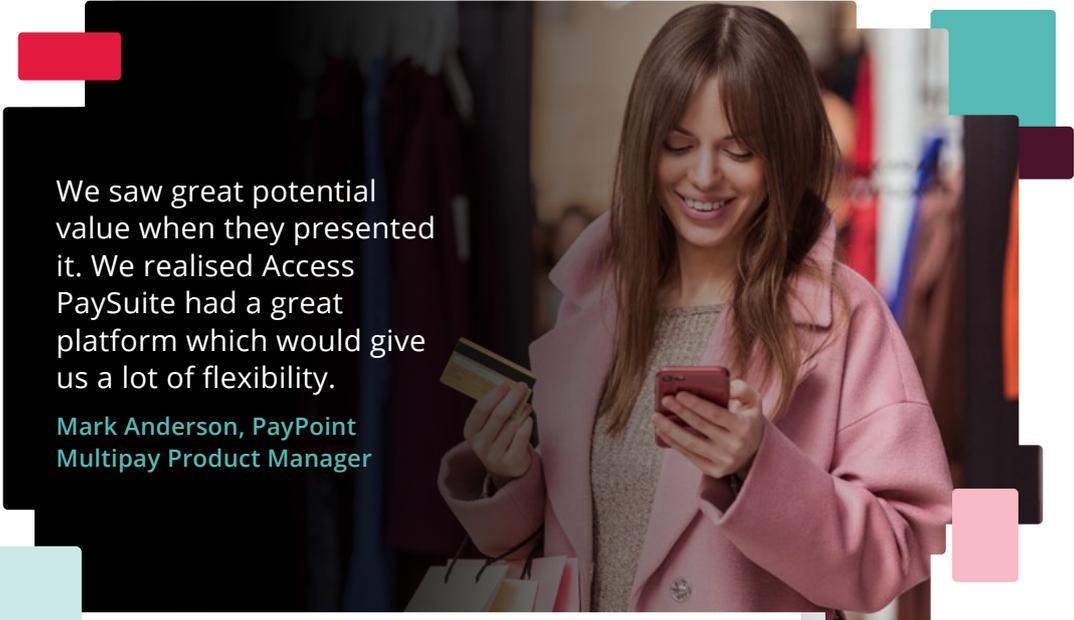
We saw great potential value when they presented it. We realised Access PaySuite had a great platform which would give us a lot of flexibility.

Mark Anderson, PayPoint Multipay Product Manager

White label product delivered
in under six months

PayPoint is delighted to offer Direct Debit as part of their seamlessly integrated multichannel payments solution, MultiPay, making it a one-stop shop for customer payments. Mark shares that since partnering with Access PaySuite, they've had a top-notch customer experience and looks forward to growing together.

> " This was an opportunity to break into new markets, with Direct Debit as an option. It expands our portfolio of services. We've fully become an omnichannel digital payment provider. Access PaySuite is very responsive and very understanding. The speed in which we took this to market was the quickest part of it, taking less than six months. If we had tried to do it ourselves, it would've been a long process. Access PaySuitet allows us to set up our clients with Direct Debit services within days. "
>
> **Mark Anderson, PayPoint MultiPay Product Manager**

Since implementing Access PaySuite's Direct Debit software into their business, PayPoint has won new business and is excited to onboard their future clients who will clearly benefit from the power of offering Direct Debit as a proven recurring payment method.

Paid with
seamless
integration

About Access PaySuite

Access PaySuite is a leading provider of payment solutions to mid-sized UK organisations. Part of The Access Group, it combines payments expertise with unparalleled SaaS experience to help more than 5,000 customers across commercial and not for profit sectors improve their payment solutions, providing the freedom for businesses to accelerate their innovation and growth.

For more information about Access PaySuite, visit www.accesspaysuite.com

About The Access Group

The Access Group is a leading provider of business management software to mid-sized organisations. It helps more than 35,000 customers across commercial and not-for-profit sectors become more productive and efficient. Its innovative Access Workspace cloud solutions transform the way business software is used, giving every employee the freedom to do more. Founded in 1991, The Access Group employs more than 3000 staff.

For more information about The Access Group, visit www.theaccessgroup.com

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freedom to do more