



Case Study: Heartland

Mitel Summit Platform supports customized IVRs and long-term flexibility for leading payment processor

Heartland



AT A GLANCE:

SITUATION:

- Introducing payment processing by phone without compromising the personalized experience for regional merchants

SOLUTION:

- Mitel's Summit Platform and IVR solutions deliver scalable, compliant payment processing with long-term customization flexibility

RESULTS:

- Customizable IVRs deliver merchant-branded customer experiences
- Built-in development tools allow for real-time changes
- Support for seasonal spikes in payment processing, such as tax season
- Secure, PCI compliant payments through the IVR



Company

Heartland Payment Systems is a Global Payments company. Global Payments Inc. (NYSE: GPN) is a leading worldwide provider of payment technology services that delivers innovative solutions driven by customer needs globally. Their technologies, partnerships and employee expertise enable them to provide a broad range of products and services that allow customers to accept all payment types across a variety of distribution channels in many markets around the world.

Situation

Heartland, one of the largest payment processors in the United States, delivers credit, debit, prepaid card processing and security technology.

Prior to working with Mitel, Heartland was searching for a vendor they could rely on. They started searching for a true, cloud-based partner and discovered Mitel. Heartland knew Mitel's Summit Platform and IVR solutions paired with their network and customer service were the perfect fit.

Solution

After launching Heartland's IVR, the Mitel team worked with Heartland to customize it using the Mitel Summit Platform. Mitel's hands-on training and development tools allowed Heartland to create unique IVR messages per merchant and update them in-house as needed. The Mitel implementation team also worked with Heartland to ensure that all payment processing transactions handled through the IVR would be compliant with PCI regulations.

Results

After using Mitel's solutions, Heartland is confident they have found a successful partnership. Now, Heartland can make changes to their IVRs in real time, deliver merchant-branded customer experiences and ensure that payment information transferred via their IVR is secure and compliant.

Mitel has proven to be one of the best technology partner selections I've made in my 30+ year career. They provide us with a quality cloud-based service that reliably scales during our peak demand periods.

Fred Byrd, Sr. Director Billing Solutions
Heartland Payment Systems



Learn More

Find out more about Mitel's UC solutions at www.mitel.com.