

## SECPay Ltd

www.secpay.com



### At A Glance:

- **Company:** SECPay Ltd
- **Location:** Tonbridge, Kent (UK)
- **Industry:** Security
- **Challenges:**
  - Needed integration among software systems to prevent wasted resources
  - Offsite staff needed a cost effective way to connect to the system
- **Software that didn't fit:**
  - A mixture of systems developed in-house and off-the-shelf
- **Results with NetSuite:**
  - Integration of data reducing wastage
  - Customisation allowing NetSuite to fit in with SECPay's business
  - Automatically routing incoming emails to correct departments reducing time handling wrong enquiries
  - Ability to measure performance improving revenue and producing accurate billing



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SECPay

### The Results:

By using NetSuite to ‘join-up’ business processes, SECPay, one of the UK’s leading processors of secure, real-time, on-line credit card transactions, is reducing wastage and improving sales by letting departments make use of each other’s resources.

“NetSuite’s flexibility meant we didn’t have to adapt to fit the system. It fitted in with our business. It provides the basic platform from which we can tailor aspects to meet our requirements. It’s like a rolling work-in-progress. You just need the creative vision to see where you can take it,” says SECPay’s Managing Director, Mark Feingold.

### The Challenges:

Founded in 1998, SECPay offers a comprehensive credit and debit card transaction authorisation and clearance service to over 2,000 clients selling goods or services online, by mail order and telephone. All major cards are supported including Visa, Mastercard, Switch, Solo, Delta, JCB, American Express and Diners Club.

SECPay was managing its business using a mixture of systems developed in-house and off-the-shelf. However, with a 20-strong team processing millions of pounds worth of transactions daily, these systems were doing more than they were designed for. No integration meant wasted resources and there wasn’t a cost effective way to connect offsite staff to the system.

According to Feingold: “Instead of replacing individual systems, it made sense to install one solution that would handle everything and set us up for the future. We sent a 40-page tender to 10 companies, but none could support the business 100 percent.”

### The Solution:

NetSuite was the only company that could handle all SECPay’s requirements. Time management and diary facilities were set up first. The results were so good, plans were quickly drawn up to get the rest of the business onto the system. With staff logging activity, SECPay now tracks time against projects so that performance can be measured,

 Find out more: contact NetSuite, Inc. at +44 (0) 1628-774400 or visit [www.netsuite.co.uk](http://www.netsuite.co.uk)



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giving Feingold the opportunity to pre-empt rather than react to situations. Based on this data, revenues are being improved by claiming tax refunds, producing accurate billing and so on.

Coordinating diaries with staff based offsite had always been problematic. A centralised diary system has remedied this and helped PAYE to be performed in a fraction of the time it previously took.

Using NetSuite’s dashboard means finding out who worked when just takes a mouse click.

Automatically routing incoming emails to correct departments reduces time handling wrong enquiries and converting leads into sales is increased as rekeying details into emails for the proper team is eliminated and the leads can be actioned whilst still hot!

Furthermore, NetSuite’s ticket system will highlight outstanding accounts when clients ring in for support or to purchase further services. Payment reminders can be given during the conversation or services withheld until the account is settled. Self-service access to their accounts online means clients can see outstanding bills without SECPay sending several hard copy statements before funds are recouped.

SECPay will utilise NetSuite to communicate with clients more effectively. Sending regular newsletters will be a cost-effective way of keeping clients abreast of new service developments, while intelligent marketing campaigns and accurate measurement of their effectiveness will ensure all sales opportunities are capitalised.

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