



EMERGENCY TRAINING & SUPPLIES

EMS Safety Services provides CPR and first aid training to companies, schools, government agencies, and individuals. EMS also sells high-quality emergency preparedness supplies.

EBizCharge products:

Accounting software integration

CRM software integration

Point of sale

EMS Safety Services Streamlines Payments with EBizCharge



"The return on decreased employee hours, compliance, streamlined processes and higher customer satisfaction far outweighs the cost of implementation."

- MARIAN LEPORE,
CEO of EMS Safety Services

Challenge

EMS Safety Services struggled with a cumbersome process of accepting payments. Only a few of their Customer Service reps were able to take credit card payments over the phone. Additionally, eCommerce payments and telephone payments weren't integrated. They needed a solution that would allow all employees to accept credit cards and streamline the entire process.

Interview

What types of goals or tasks are you using EBizCharge to accomplish?

When we selected EBizCharge, our goals were to streamline and integrate the customer payment process for every payment avenue, and decrease employee time while improving the customer experience by allowing customers more self-service opportunities. Now our customers can use their saved credit cards to purchase from our eCommerce site, place phone orders, pay open invoices and update saved credit cards.

What was the most obvious advantage you felt EBizCharge offered during the sales process?

We have implemented many different types of software, and each time the implementation has been more complicated and costly than expected, with varying results.

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DYNAMICS GP INTERVIEW

Century Business Solutions' staff said they would assist our implementation team and train our staff at no charge. Their sales process did not end when we signed up. Their development team took the time to learn our sales process, and was extremely knowledgeable of our ERP. They helped us work through the few surprises during implementation. Once implemented, EBizCharge did exactly what it was supposed to do.

What was the reason you did not buy our product or a similar product sooner?

I assumed it would be a much larger financial investment. The return on decreased employee hours, compliance, streamlined processes and higher customer satisfaction far outweighs the cost of implementation.

Were there any other advantages you discovered after using the product more regularly?

They assisted us with the occasional chargeback, and were easy to contact with questions. Our previous experiences with contacting credit card processors were all negative, with long telephone hold times, conflicting answers, and uncaring customer service reps.

Can you measure any reduced costs from using EBizCharge

Estimate 75% time savings for sales processing and accounting.

Why do you do business with Century Business Solutions?

Your company seems to be focused on a long-term relationship rather than a quick sale. You didn't lock us into a lengthy contract, but from the very beginning you ensured that your product and service met our needs. I appreciate this, because it takes time to implement a solution that integrates with all our sales platforms. Your high level of customer service, regular updates to your product and consistent pricing have made me a very satisfied customer.

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About EBizCharge

EBizCharge is a flexible payment gateway that integrates to over 50 leading ERPs and shopping carts. Accept payments in your ERP system, power your online store, and upload customer invoices to the online payment portal. EBizCharge also reduces transaction rates, saving your company money every month.