



MANUFACTURING & HOSPITALITY

Front of the House has been supplying timeless and unique serveware to businesses in hospitality and foodservice since its start in 2002. In 2018, Front of the House placed eighth for the Fortune® Best Workplaces in Manufacturing and Production list, highlighting their strong commitment to teamwork.

EBizCharge products:

Accounting software integration

Mobile app

Customer payment portal

Point of sale

Virtual terminal

Front of the House Finds Seamless SAP B1 Solution with EBizCharge

Challenge

Front of the House was using a payment integration that did not integrate to the newest version of SAP B1. They needed to find a solution that would work ASAP.

Solution

EBizCharge filled that role perfectly. Installation was fast and seamless. Front of the House was able to start accepting credit cards in the updated software in a short matter of time.

Interview with Donna Winkler, Senior Director of Finance

How are you and your team using EBizCharge?

We are using it to collect advanced deposits from our customers and to settle accounts receivable balances.

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

There are only a few companies that we pinpointed that have an effective interface with SAP B1... We were forced to find a new company because the one that we had did not have a version available with the latest upgrade.

How did you hear about EBizCharge?

Our SAP business partner, which is Pioneer B1... did the research for us in finding credit card solutions that worked with the version of SAP we were on, and they arranged the demo, so it was really through them.

(Continued on the back)

SAP B1 CASE STUDY

Can you measure any reduced costs by using EBizCharge?

Our credit card fee cost is definitely better.

Do you have any overall feedback or advice for us as a company?

I'm satisfied, really. For me, if I don't ever have to think about credit cards, that's the best situation I can be in... My biggest satisfaction point is that it's very stable and I don't have [issues.]

Why do you do business with us?

One because the product is good... And [two] that my challenges are overseen. I think it's a better rate overall, and the personal service from the leadership. Those are the reasons I haven't looked for any other products... I get phone calls all the time. For me if credit cards aren't broken, there's no reason to change.

"For me, if I don't ever have to think about credit cards, that's the best situation I can be in."

—DONNA WINKLER,
Senior Director of
Finance and HR

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.