



payment depot

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## Case Study

# Providing 24/7 technical product and customer support to help their customers succeed

## About



payment depot



**Founded:**  
June 2013



**Employees:**  
23

**Mission:**

To bring integrity to the credit card processing industry through honest and transparency.

## About Payment Depot

Payment Depot, based in Orange County, CA, founded by entrepreneurs and payment experts who are committed to providing small and medium businesses with access to credit card processing solutions that are clear, simple and fair. Payment Depot created a new business model: simply charge a monthly membership and provide access to direct wholesale rates for all card transactions. Payment Depot provides mobile, terminal, ecommerce and POS solutions to over 6,000 businesses.

Providing exceptional support is an integral part of Payment Depot's commitment to their customers. "Our goal is to get customers activated as soon as possible and ensure they are supported. [OvationCXM's] software and service solutions have really augmented our support team allowing us to deliver tech support and customer service 24/7/365," stated Randy Stevens, COO, Payment Depot. "With [OvationCXM], our team of 4 performs like a team of 10."

## The Challenge

Payment Depot had a few goals they wanted to accomplish this year. One was to scale the company and another was to provide their customers with 24/7 support.

Hiring, training and retaining quality technical support staff can be expensive and extremely time consuming. With a support department of 4 members, Payment Depot needed to ramp up staff in an efficient and affordable manner to provide 24/7 support, while ensuring visibility into customer accounts across all departments. The goal was to ensure each customer received consistent, quality care regardless of when they needed support.

## How OvationCXM Helped

OvationCXM's software and support services were able to augment Payment Depot's current staff and deliver 24/7 support after the company's support team signed off. With OvationCXM's product support software, Payment Depot's support team monitors messages from their customers during normal business hours, and can quickly respond via chat, phone, or email. All information for that specific customer is contained within one single view providing transparency and collaboration to Payment Depot's customer service team and OvationCXM Support Engineers, who would provide support during off hours. With visibility into the customer's issue located in one location, Payment Depot and OvationCXM are able to provide the customer with consistent, ongoing support delivering a positive customer experience for the customer by getting to the root of their problem fast and providing a solution even faster.

Another key benefit for Payment Depot is that OvationCXM can support customers across a wide variety of technology products and backend payment processors. This simplifies the complexity of selling multiple technology products by providing Payment Depot with a single point of contact for all their product support needs. Payment Depot uses First Data and Tsys which are supported on OvationCXM's platform. OvationCXM also offers training sessions on technology products, such as Poynt, to help get Payment Depot's sales and operations teams up to speed quickly on the latest features, functionality and integrations.

***“Our support team enjoys working with [OvationCXM] as they are committed to providing solutions to our merchants and are well trained in merchant technology”***

**Bud Zepeda**

Manager,  
Technical Support Team,  
Payment Depot

***“We’ve built our platform to deliver technical product support efficiently and proactively to help companies scale in a competitive industry”***

**Chip Kahn**

CEO,  
OvationCXM

**Want to learn more about how OvationCXM can work for your organization?**

[Learn More](#)