

# Client Case Study: The Rock Hotel Gibraltar

In 2022, The Rock Hotel partnered with their payment service provider, PXP, to tackle various issues related to card-not-present transactions. Risky telephone and other remote payments are converted into a simple, online and secure payment process.

**2022**

partnered with PXP

**More than  
double**

payment volumes within  
six months

**Over 93%**

average success rates

*"With Prommt, risky telephone and other remote transactions are now streamlined into a simple, secure online process - enabling faster payments, improving cash flow, and ensuring data compliance. We've significantly reduced chargebacks, fraud, and the time spent chasing payments. Within six months, processing payments via OPERA Cloud have driven a significant increase - more than double - in the payment volumes being facilitated by Prommt at the hotel. We highly recommend Prommt to any hotel looking to save time, reduce costs, and optimise their payment processes while delivering a superior guest experience."*

**Jane Swinbank-Smith**  
Head of Finance  
The Rock Hotel Gibraltar



## How PXP supports The Rock Hotel

- Payment requests can be sent through email, SMS, or a paylink within a chat app.
- Guests' card details are tokenised and securely stored with the payment gateway, eliminating the need to view or store card data locally.
- Prommt automatically updates the payment status in OPERA and notifies staff via email as soon as the payment is processed.
- Access to features such as Group Send, Autocharge, Recurring Payments, Refunds, Reporting, and more through the Prommt web app



## Outcomes

- Achieve average success rates over 93%.
- Ensure compliance with PCI, GDPR, and other regulations to prevent mishandling of sensitive card data.
- Minimise chargebacks, card fraud, payment operations, and time spent chasing payments.
- Send payment requests directly from Oracle OPERA via SMS, email, or paylink, and monitor payment status within the PMS.

*"We transformed The Rock Hotel's payment process, making it seamless and secure. By eliminating the need for phone payments, we mitigated the risks of chargebacks and fraud, while also simplifying compliance requirements. Through our partnership with Prommt, we ensured that every transaction is handled with the utmost security and efficiency, ensuring user friendly payment experience."*

*This allowed our client to focus on their core business, confident that their payment process is both streamlined and protected."*

**Christopher Gilderson**  
VP Account Development  
PXP

## Want to learn more?

[prommt.com](https://prommt.com)  
[pxp.io](https://pxp.io)