



## Case Study: Beaulieu Enterprises New Forest

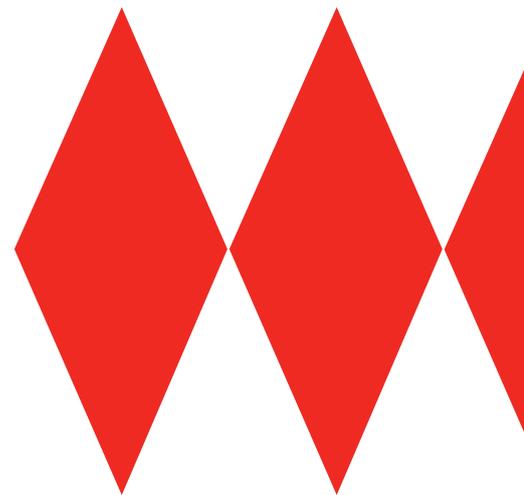
**Beaulieu is an award-winning family visitor attraction at the heart of the New Forest National Park operated by Beaulieu Enterprises Ltd.**

There are over 800 years of heritage to be seen on the Beaulieu Estate, which has been in the ownership of the Montagu family for over four centuries.

Visitors have been exploring the ruins of Beaulieu Abbey since 1912. In 1952, Edward, Lord Montagu opened Palace House and Gardens to the public for the first time – making Beaulieu among the first ‘stately homes’ to admit visitors. For the grand opening, he displayed five Veteran cars in the entrance hall of the house as a tribute to his late father, John Douglas-Scott-Montagu, who was a motoring advocate and pioneer at the turn of the last century.



**Beaulieu**



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## Beaulieu Enterprises, New Forest



From these humble beginnings, encouraged by a new public interest in motoring heritage, the Montagu Motor Museum would develop. Supported by the British motor industry and enthusiasts, the museum continued its expansion, becoming the National Motor Museum in 1972.

There are now several attractions operated by Beaulieu Enterprises including: Bucklers hard and Beaulieu River Bucklers Hard Yacht Harbour.

### The Challenge

The biggest challenge that Beaulieu faced was PCI Compliance, after years of trying to become compliant with their incumbent supplier, they were getting frustrated with continually paying additional fees for not being compliant.

Phil Johnson, Financial Director at Beaulieu Enterprises said "We used Barclaycard for many years but had a lot of issues around becoming PCI compliant. We had been trying to become compliant for 7 – 8 years but had failed with Barclaycard, so we were looking for a different approach, which is where NetPay came in."

Beaulieu was introduced to NetPay through Taylor Made Computer Systems their computer services provider, who are a partner of NetPay.

As a large business, Beaulieu has multiple ways of customers paying for tickets and goods. With two visitor attractions and moorings there are a wide range of factors that needed to be considered when selecting the right card payment services provider and how to become PCI compliant. Not to mention the multiple payment methods including; face to face, over the phone, online and at exhibitions and events.

### The Benefits

*"NetPay have saved us £10,000 in non-PCI compliance fees, not to mention an additional £40,000 that we were quoted by consultants to become compliant using their help".* Continues Johnson.

Emma Varty, ICT Co-ordinator said *"The approach with NetPay and their acquiring bank First Data in regards to PCI compliance was far simpler and more straightforward than that of Barclaycard. There were no yes or no answers, it was much more descriptive which benefited us greatly".*

In addition to the savings surrounding PCI compliance NetPay also saved Beaulieu £3,200 annually in payment processing fees.

### The Final Word

*"We have had an excellent experience and personal relationship with NetPay, everything has gone smoothly in regards terminal installation and PCI compliance. The service has been fantastic and the big difference has been how close you have got to us, you are not just a faceless call centre you are much more personable and friendly. You make us feel like we are important to you which has been refreshing".* Concludes Johnson.

**If you would like to learn more about the capability of NetPay or talk about your requirements in more detail then please get in touch.**

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