



Ventura Hair Design



Case Study: Ventura Hair Design Eastleigh

Ventura Hair Design is a friendly, creative, professional and highly trained team of hair stylists and colourists based in Eastleigh. Established in 2011 by owner Heidi Dobson-Ventura.

Heidi's ambition was to bring high quality hairdressing to a convenient location within Eastleigh's Fleming Park Leisure Centre. When Heidi set up the business there was just one stylist, there are now five which has shown how popular the salon is.



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 **Ventura Hair Design**

The Challenge

Since setting up the business in 2011 the demand from client to pay by card has significantly increased. Ventura's incumbent payment services provider was Global Payments operating under the HSBC Bank brand.

As a small business keeping control of costs is important, however the cheapest isn't always the best.

“We were looking to work with a supplier that offered a good standard of service and preferential rates. Our salon was proving popular and our card takings were increasing so when Steve from CardPay said he knew how he could help us, we jumped at the opportunity to review what we currently had and compare rates with other providers”.
Said Heidi Dobson-Ventura

The Benefits

“NetPay have been a lot more personable than our previous provider, if we need any help there is always someone at the end of phone that can help and if they can't fix our problem over the phone then they send an engineer out to help us”. continued Dobson-Ventura.

What has made a real difference to Ventura is the ease of PCI compliance with NetPay.

“PCI compliance has historically been a really confusing and painful task to undergo. We know that it is important, to keep our customers' information secure and to protect

our business from fraud, but it felt like we were always being tripped up and doomed to fail. That was until we worked with NetPay and their acquiring bank First Data Merchant Services. Their questionnaire and PCI requirements are far more simple and easy to understand. The NetPay team were always on hand to help us”.
Continued Dobson- Ventura

The Final Word

“The customer service and technical support we have experienced with NetPay has been second to none, every person I have spoken with has been extremely helpful. Getting the right service was as important to us as cost savings and NetPay have delivered both. If another business owner was to ask me who we use as our card payment supplier, I would not hesitate to recommend NetPay and the service they provide”.

– Heidi Dobson-Ventura, Ventura Hair Design.

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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