



Case Study: eleven UK



www.elevenuk.com

In 1981 Keith Law had an idea to set up a Full Service Design Agency called Eleven UK, offering quality creative design services at affordable prices, acting as an extension to its customers marketing team.

Eleven UK believe in cultivating their employees and work in harmony with their partners delivering a high level of service, quality and integrity.



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Eleven UK have over thirty years' experience of working with small, medium and large organisations across many different diverse industry sectors. Their main aim is to add value to their client's brand by understanding their needs and developing their brand to its full potential.

The Challenge

Eleven UK were looking for a way to take clients payments other than by cheque or bank transfer and that's where NetPay came in.

With no previous experience of merchant services Keith worked closely with his account manager to create a solution that would future proof their business and help make it easy for Eleven UK's customers to pay for their services.

Why NetPay Merchant Services

Keith Law, Managing Director of Eleven UK said *"We wanted a simple and easy way to take customers payments over the phone and online. A sustainable solution, one that future proofs our business. We needed a service that was quick and easy to set up and competitively priced. NetPay's virtual terminal did just that. It was simple, easy to understand and set up with great customer service and tech support"*.

The NetPay virtual terminal is a secure payments page allowing you to enter your clients' card details securely. The NetPay Virtual Terminal solution comes with value added services including; SchedulePay and LinkToPay.

SchedulePay allows Eleven UK to set up recurring customer payments, this could be for example a monthly charge for web hosting and is a great alternative to setting up a direct debit. LinkToPay allows you to send a payment request via text, email generate a short URL, enabling your client to enter their card details themselves.

Law continues *"We have found the virtual terminal to be invaluable, it has changed the way we conduct business. Our clients can now pay for our services before a title commences, and with the various methods of sending this request our cashflow has improved. The analytical information and business intelligence that Revolution provides is helping us grow and develop our business"*.

Would you recommend NetPay?

Our experience of NetPay has been incredibly smooth, we're very happy with the service that NetPay provides us and the money that we have saved by using them has been put to good use within our business. Our business goals are to create something that is sustainable for the future and NetPay is helping us achieve this.

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.

NetPay Merchant Services

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