



Case Study: R. Owton's Butchers

Founded in 1976 by Rob and Gill Owton, Owton's Traditional Family Butchers quickly established itself as one of the premier wholesale butchers and farm shop proprietors in the country.



The Opportunity

Owton's is a growing multi-site store currently with 3 stores in Hampshire with 2 of the 3 stores taking card payments.

Their previous payment service provider was unable to provide them with visibility of their in-store transactions other than in their monthly statement.

This was an important business requirement as they needed to see visibility of their outlets.

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NetPay

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The Challenge

Gareth Jones from Lloyds Europa a NetPay Reseller made contact with John Harding, the General Manager at Owton's to discuss how Lloyds Europa and NetPay could help their growing business and improve the visibility of in store transactions.

John Harding, General Manager at Owton's said "We had been using an alternative supplier to Lloyds Europa and NetPay but after comparing rates and discussing our business requirements with Gareth the decision was made to change provider and we have never looked back."



The Success

As a merchant of NetPay, Owton's has access to Revolution, NetPay's online provisioning, management and reporting portal. The Revolution platform has enabled John to see remotely how stores are comparing and whether any particular displays or marketing campaigns have worked better.

"Having complete visibility of each stores transactions has enabled us to identify trends and anticipate when additional staff are required and at which store." Said John

The Experience

"Setting up the account with NetPay and Lloyds Europa was easy, the whole process took 14 days from the initial application to terminal despatch and a member of the team was always on hand to answer any of our queries. The terminals that were sent to us are faster than the ones provided by our previous supplier, which has improved our customer service and the speed at which we can serve our customers." Said John

Advice to other small businesses

Owton's have already been promoting NetPay and Lloyds Europa to other businesses. "The experience that we have had with NetPay and Lloyds Europa has been second to none; we regularly promote them because of the speed and reliability that the terminals have given us. We would highly recommend the Revolution portal as it has provided us with complete visibility of our transactions over multiple sites, allowing us to adapt and respond to our customers' needs quicker than before."

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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