



## A CASE STUDY

# TransNational Payments

TransNational Payments is a merchant services provider for America's small-and medium-sized businesses, specializing in affordable and powerful payment processing, payroll and POS solutions.

***"The Vision96 team is always just one email or phone call away. We can depend on them to deliver extremely thorough and customized solutions for our challenges when it matters – from daily IT support to data protection – so we can keep doing business securely and seamlessly."***

*- Bryan Olson, Executive Vice President of Operations,  
TransNational Payments*



VISION96

# TransNational Payments

**COMPANY** TransNational Payments

**WEBSITE** <https://www.gotnpayments.com>

**LOCATION** Rosemont, IL 60018

**SERVICES** Affordable credit card processing, POS solutions, mobile payments, Full Service Payroll, online payments, gift card and loyalty programs for small- and medium-sized businesses.



## THE PROBLEM

Expensive, Limited Support with Poor Scalability & Mobility

- Previous support solution didn't offer necessary scalability as business and user base grew
- On-site IT support team lacked time to work toward strategic initiatives due to high volume of daily help desk requests
- Previous support solution created cost unpredictability due to case-by-base cost of issue escalation, system upgrades, etc.
- Two separate office locations necessitated remote or mobile solution plus improved network speed & security
- Needed improved visibility into IT ticket management and status of resolutions



*As our business and user base grew, we needed a more scalable solution to support our infrastructure and core business processes — Vision96 made this possible. They transitioned our support seamlessly and in a timely manner and we saw an immediate increase in our end user satisfaction. We went from one employee to a team of employees, providing on-demand help desk service."*

**Bryan Olson, EVP, TransNational Payments**



## THE SOLUTION

All-In-One Unlimited On-Site & Remote Support Provider



### UNLIMITED HELP DESK SUPPORT

Vision96 provides unlimited remote and on-site IT support across two locations for the company's 100+ users.

**+10 FREE HOURS**

**RESULTS:** The on-site IT team can now shift focus to strategic initiatives and critical systems without worrying about end-user issues.



### ERROR RESOLUTION TEAM

Vision96's highly responsive technicians analyze, replicate and solve the issue, provide clear communication and deliver a satisfying resolution.

**25% FASTER**

**RESULTS:** The speed of ticket resolution improved by 25% — Employees get back to work faster and each issue is less likely to reoccur.



### TRANSPARENT FLAT-RATE

Vision96 offers a complete package — unlimited support, antivirus, network monitoring and backup services — at a simple, flat monthly rate.

**35% SAVINGS**

**RESULTS:** Achieved 35% savings over the previous support solution, now with a larger team and more financial resources for strategic efforts!



### LEADING NETWORK SECURITY

Vision96 ensures high-level network support and nonstop monitoring so data is protected, preserved and securely transferred end-to-end.

**SECURITY**

**RESULTS:** Gained reliable protection from sensitive customer data breaches, fraud attacks and the implementation of more secure business practices across both locations.



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[vision96.com](http://vision96.com)



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