Payments Innovation, Engagement, and Profit With
Business Intelligence, Data Integrity, and Integration
What Our Customers Say

“Adding WebFOCUS to our billing and club management applications will ensure we remain at the forefront of our industry. The reporting software makes club owners more effective and more profitable – and that’s good business for everyone.”

Bob Whisnant
Chief Financial Officer
ABC Financial

“We have received a lot of positive feedback on our WebFOCUS reporting capabilities. By enhancing our capabilities in this space, we are empowering [people] to get the data they need on their own.”

Angie Schelker
Senior Vice President, Software Engineering, BI & Analytics
MasterCard

“Webofusc offered the scalability we needed to handle high volumes of large reports, run by a broad base of users. We chose WebFOCUS because it minimizes custom coding, reduces development time, and gives us the options we need.”

Jefrino Afonso
Senior Vice President Systems and Technology
Elavon

“By empowering merchants with self-service access to transaction information, they can become more self-sufficient and reduce the load on our call centers.”

John Morgan
Director, Independent Solution Providers
Moneris Solutions
Whether you're an acquirer, independent sales organization (ISO), or payment processor, your merchant customers are constantly seeking the means to monitor and improve business performance, contrast their performance with competitors, and reduce expenses – while saving time.

Information Builders can help your organization:

- Achieve a consolidated view of activity across multiple payment types – credit cards, pre-paid cards, mobile wallets, digital currency, and more
- Track and analyze payment and chargebacks in real time
- Rapidly identify patterns and trends in payment information
- Maintain budgeted limits on spending
- Accurately assess and manage risk to avoid fraud, identity theft, and other threats
- Improve the customer experience by allowing clients to interact directly with payment data
- Optimize the accuracy and consistency of payment data
- Streamline and automate payment-related workflows

Information Builders’ WebFOCUS platform for business intelligence (BI) and analytics, as well as its iWay data integrity and integration solutions, help payment processors and related firms to tap into payment data, and leverage it to boost operational efficiency, maximize profitability, and enhance customer service. Additionally, new information from sources such as CRM, social media, and location intelligence, from any source, can be used to easily enrich payment data.

This enriched data can be cleansed and mastered, and shared with your customers and business partners to magnify the value of the solution. All key activities within payment workflows can also be automated, for business and spend analysis that is smooth and seamless.

Our solutions can also be used to monetize your merchant payment data, opening up new revenue streams for your organization, ISOs, acquirers, or merchants through the use of advanced analytic and visualization capabilities. This will give your merchant clients a competitive advantage, empowering them with complete, accurate customer information through dashboards and portals that deliver predictive, social, and sentiment analytics – for the deeper insight needed to level the playing field with larger providers.
Customer Success With Intelligence, Integrity, and Integration

**ABC Financial Services** – This provider of club management solutions to health and fitness centers offers best-in-class billing services, including direct deposits, electronic payment processing, and coupon program administration. WebFOCUS allows ABC’s club-owner clients to analyze information from the company’s billing systems, so they have insight into enrollment trends, cash flow, and campaign-management scenarios. The reporting environment makes ABC more competitive, and helps its customers get a better handle on their business.

**CDS Global** – WebFOCUS has enabled this leading provider of payment processing and other outsourced business services to give its media and consumer product clients direct, secure access to circulation, fulfillment, and order management data. The environment, known as InFOCUS Circ+, allows users to create targeted reports, charts, and graphs that focus on their chosen points of interest, so they can flexibly analyze data from multiple views.

**Elavon** – By overhauling its reporting strategy and standardizing on WebFOCUS, this credit card processing company – which offers a full range of payment-related services – enhanced many critical facets of its operations, from sales and marketing to business planning and customer service. Elavon’s three-tiered environment includes analytic dashboards for executives and front-line managers, customer-facing dashboards for more than 600,000 merchants, ad hoc reporting for business analysts, and self-service analytics that allow business users to slice and dice merchant data.

**MasterCard** – An enterprise reporting environment, built on WebFOCUS, makes targeted reporting solutions available to many parts of the business, serving thousands of internal employees as well as hundreds of thousands of MasterCard customers. It draws on data from MasterCard’s core transaction systems, combined with external data sources for its analytic products. The warehouse contains hundreds of terabytes of information, and access to the data is governed by rigorous security controls at many levels. Employees across all business units can access this information, along with hundreds of thousands of external users at banks, merchants, and other organizations.

**Moneris** – Canada’s leading technology merchant credit card processing company uses WebFOCUS to provide value-added services to its merchants, allowing them to view their debit, Visa, and MasterCard transaction data online. They can also access consolidated statements and reports, and obtain a customized view of card payment activity. WebFOCUS also empowers employees with self-service access to vital information. This boosts productivity, while improving revenue, retention, and competitive advantage.

**NextGear Capital** (formerly Dealer Services) – With WebFOCUS, America’s largest independent inventory finance provider for used automobiles can transform enormous volumes of transaction data – generated as loans that are initiated and maintained – into vital intelligence in the form of leading and lagging indicators. This insight helps the company to make better borrowing and lending decisions, better predict dealer revenues, and reduce risk through more precise determination of each dealer’s credit worthiness.
**SMBC** – This division of the Sumitomo Mitsui Financial Group offers credit card payment processing, financing for housing projects, and other accounts receivable and settlement services. WebFOCUS is the foundation of the company’s comprehensive web reporting environment, which works in tandem with a new sales force automation system. Reports about trades, volumes, revenue, and other important factors can be generated and displayed on demand, increasing sales collaboration and efficiency and facilitating better, timelier business decisions.

**U.S. Bank** – WebFOCUS enabled the fifth-largest commercial bank in the U.S. to create ScoreBoard, a Software-as-a-Service (SaaS) BI dashboard that allows small business customers to instantly access their debit and credit card transaction data online, obtaining a customizable view of card payment activity, such as consolidated reports and statements. They can also conduct trend analysis and benchmarking against other companies in similar industries, or with similar geographic profiles. This value-added service has improved loyalty while reducing support costs.
Information Builders helps organizations transform data into business value. Our solutions for business intelligence (BI) and analytics, integration, and data integrity enable smarter decision-making, strengthen customer relationships, and drive growth. WebFOCUS, iWay, and Omni products work together to seamlessly cover all your information needs.

**Intelligence**
The WebFOCUS BI and analytics platform delivers rich, consumable, interactive information to the widest range of users.

**Integrity**
The iWay Data Quality Suite and Master Data Management Suite enable profiling, analysis, merging, managing, and cleansing of data from any source – structured or unstructured. Omni applications enable a single, complete strategic and operational view of key business services.

**Integration**
The iWay Integration Suite is the most flexible and agile integration foundation available, providing interoperability between disparate systems and data for faster time to market on IT and business initiatives.
Intelligence, integrity, and integration solutions help our customers seamlessly navigate the full spectrum of information management for sharper insights and fact-based decision-making.

To learn more about how intelligence, integrity, and integration can enhance payment processing performance and success, visit our online Banking and Financial Services Resource Center at informationbuilders.com/solutions/banking.
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