



TGATE



PATHWAYLINK™
BY **TGATE** CASE STUDIES

Profile

FoodTronix is a Dallas, Texas-based provider of “economical yet secure” POS solutions and a suite of technology products to restaurant market.

Business Challenge

Foodtronix had been using a well known gateway provider since it began in 2002, but chronic product and customer support issues had taken its toll on both the company and its customers. President CJ Winslow began looking for a more robust solution with a stronger support that would also address both security issues and the growing overhead of maintaining PCI compliant solutions.

Solution

“TGate’s PathwayLINKsm platform is a SaaS solution that solved all of our problems and gave us several significant advantages. Beyond basic reliability and strong support, improving transaction security and PCI compliance were key issues for us. Since TGate’s approach removes the credit card number from the merchant’s location, cardholder data is never visible in case of a breach. This dramatically reduces the risk for us and our merchants and, by using a cloud-based service, costs are lowered because PCI-compliance is built right into the solution.”

Advantages

“Because it is already integrated into all of the major processors, PathwayLINK is processor-agnostic product. That dramatically cuts down any barriers in terms of supporting which processor a merchant is currently using or a loss of business if they want to switch processors. TGate’s service is outstanding - they are extremely hands on. Our integration PathwayLINK took all of 45 minutes and we were certified within two days. Since support operations are based here in the USA, our calls are answered quickly and in English and the true 24/7 service allows us to have the capacity to address and resolve operational issues within minutes instead of hours.”

ROI

“There are several ways in which TGate has improved our ROI. The first is labor savings and we began realizing that right at the point of integration because most of those efforts take days rather than minutes. Because support is so good, I have been able to improve service levels while downsizing ins staff. I estimate that we have saved a year of man-hours for a technician because of that alone.”

“PCI audit costs have dropped as well because we are not holding any cardholder information that can be breached. Since that is one of the key factors in estimating the scope of an audit, our estimates have dropped significantly.” Finally, the processor-agnostic nature of TGate’s approach has given us a new level of flexibility in terms of bringing on new business and retaining existing merchants. As a result, we are projecting a 25% increase in business this year.”

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