ESC
Electronic Service Control

Merchant Warehouse

"a solution we could put our John Henry on"

Integrating ESC Service Management Software with Merchant Warehouse Card Services

Company Overview
John Henry's Plumbing, Heating, & Air Conditioning Co. is a leading residential & commercial heating, air conditioning, plumbing & duct cleaning company. With over 50 employees, John Henry's serves the greater Lincoln, Nebraska area with a commitment to strong customer service and a motto of "Quality at a Reasonable Cost".

The Challenge
John Henry's was using a leading electronic payment vendor, First Payment Systems, to accept, process & reconcile credit card transactions. First Payment Systems, however, did not integrate with their ESC service management software. Coupled with no mobile solution, John Henry's was forced to record sensitive credit card information on carbon paper in the field, manually tender payments in the office and finally enter transaction information into ESC for accounting purposes. John Henry's quickly recognized the need to find a credit card processing service that would integrate with ESC and ESC mobile to reduce collections, improve customer security and streamline operations.

The Solution
ESC offers integrated credit card processing both in the office and as an add-on to its mobile apps through a partnership with Merchant Warehouse. After careful consideration of all the available credit card processing service companies, John Henry's selected and implemented Merchant Warehouse in August 2011. The result - a truly integrated solution.

Merchant Warehouse was founded on the principle that businesses should be able to purchase credit card machines & merchant accounts at a reasonable price and backed by great service. Unlike most of their competitors that operate with a "big business" mentality, Merchant Warehouse treats their customers with the same level of respect, attention and service as dESCO. John Henry's can speak with dedicated Merchant Warehouse representatives that know his account and can answer any questions or resolve any issues quickly.

The Benefits
PCI Compliance
The integrated solution is fully PCI compliant when handling customers' credit card information. Merchant Warehouse uses strong encryption technology ensuring the safe handling of cardholder information, which tremendously reduced John Henry's liability.

Improved Customer Care
John Henry's has seen a large spike in the amount of credit card transactions since implementation which they attribute to (1) the "cool" factor of swiping customer cards onsite with mobile or tablet devices, (2) payment convenience for customers who want to obtain additional benefits like sky miles or card bonus points and (3) the sense of customer safety knowing John Henry's is looking out for their best interests by ensuring safe handling of their card information.

Lower Processing Rates
With Merchant Warehouse services, John Henry's receives lower credit card processing rates than they had previously. The savings in processing fees alone will add $50,000 to John Henry's bottom line this year.

Reduced Collections
Tendering credit card payments in the field means that John Henry's knows immediately if payments are accepted. This has greatly reduced the amount of collections and reduced the risk of John Henry's customers not paying for services rendered.

Ease of Use
The seamless integration with ESC means that processing credit card payments in the field with ESC mobile is easy and reliable. Saving techs time on processing payments means more time available to take additional dispatches. John Henry's also cites that there is never any down time with the ESC/Merchant Warehouse solution.

Create a Merchant Warehouse Account Today!
Call: 800-498-0823   **Apply Online: www.merchantwarehouse.com/desco-partner**

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