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Realtime Electronic Payments

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GO HOME

Customer Case Study

Home Furnishing Company Thanks REPAY for Helping Them Become More Efficient

Industry

Manufacturing of vintage inspired home furnishings

ERP

Sage 100

Challenge

Improving business processes for internal and external customers

Solution

- REPAY
- RepZio
- Starship

Results

Improved bottom line with a streamlined payments, tradeshow POS and shipping process

Go Home Ltd Enhances Sage 100 with Powerful Ad-ons

Go Home designs and imports unique home furnishings and accessories that make you excited to go home each and every day. They are a fast-growing company that is leading their industry, and they require business tools and solutions to help manage and accelerate their growth.

"Our customers' expectations have changed over the last several years with the help of companies like Amazon. We enjoy our Sage 100 solution but from time to time, we need to enhance and expand the functionality with third party solutions," stated Eric Esterkin, COO of Go Home Ltd.

The Challenge

As Go Home continued to grow their portfolio of offerings and client base, they needed to differentiate themselves not just with their offerings but also their also customer service.

"During this process, we realized that we needed to offer several different payment options to our clients," stated Eric.

Go Home had been processing with a credit card payments provider that supplied them with competitive rates but did not integrate their processing services into Sage 100. As credit card volume grew, the manual entry that this required pushed the team to start looking for a better way. One solution quickly caught the attention of the Go Home team. In doing their research, they realized that REPAY was the only processor willing to meet their requirements.

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GO HOME®

"REPAY provided the best rates, next day funding, and an integration that had the same look and feel of Sage 100 - exactly what Go Home was looking for."

The Results

Go Home also needed to find a Tradeshow POS that would allow them a clear path to ensure compliance while working with Sage 100.

"We needed a solution that would tokenize the credit card data and hand off to Sage 100 and work with the REPAY's credit card processing integration. RepZio provided us that ability along with new functionality that we can utilize for the foreseeable future," stated Eric.

RepZio and REPAY are working together to ensure that Go Home customers can provide their credit card information at tradeshows, in-person meetings and online, while knowing their company or personal credit card data is protected.

The Solution

Prior to integrating with REPAY and StarShip, Go Home Ltd used WorldShip by UPS, a shipping solution which was not integrated into Sage 100. Even though WorldShip had improved the processing of the shipments going out the door, not integrating into Sage 100 left a gap in the processing of orders and accuracy of each shipment.

"Once StarShip became a part of our integrated solution with REPAY, the manual processes of the past quickly disappeared. The current members were able to handle four times the amount of orders and improved their order fulfillment accuracy to over 98%. The improvement did not just help our warehouse team but our accounting team as well," stated Eric.

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