

worldpay
from FIS

BETTER PRICING, IMPROVED ONBOARDING, AND SMART SUPPORT

RepairShopr cites benefits of
Worldpay from FIS partnership



RepairShopr

Founded in 2012, RepairShopr is an all-in-one point of sale system designed specifically for repair shops. From computers and cell phones to watches and jewelry, small engines and more, repair businesses around the world use the company's software to help increase efficiency, build customer relationships, and create new and repeat business.

Building a partnership

RepairShopr has partnered with Worldpay from FIS since 2015. CEO Robert Reichner explains that the decision to work with Worldpay was based on two main factors: the range of supported payment devices, and Worldpay's ability to offer merchants a good deal on processing rates.

"We did a comparison of different companies," says Reichner. "We've always wanted to have a kind of fixed rates offer, and that's something we were able to do with Worldpay."

Additionally, Reichner appreciates Worldpay's partnership approach. The newly structured integrated payments team offers a vertical-specific focus with a single line of communication.

"What's been so amazing in the last year working with Worldpay's new configuration has been our ability to implement good, reliable, flat rate pricing, along with a good onboarding experience for our merchants," he says.

"Thanks to the new configuration of the team, we have confidence in our ability to bring on merchants in a really good way."

- Robert Reichner, RepairShopr CEO

Supporting the partnership

As mentioned above, the single point of contact for support is a key benefit of working with Worldpay.

“It’s been really powerful to have one person we can contact who knows the entire landscape of Worldpay and can figure out who we need to connect with to solve whatever issues come up,” says Reichner.

Reichner points to the company’s recent addition of an ACH product through Check Commerce, as an example. Multiple layers were involved in getting the configuration correct for RepairShopr merchants— and the Worldpay team was integral to the effort.

“I don’t think that we could’ve figured all of that out on our own,” says Reichner. “Having one person to wrangle all the details involved in adding ACH, rolling it out, and troubleshooting issues, was really beneficial to us.”

“The single point of contact has been incredibly powerful, and we’ve been really grateful for that.”

- Robert Reichner, RepairShopr CEO

Planning for the future

Looking ahead, Reichner says one of the company’s priorities is to keep up with all the changes in payments technology. And he will be looking to the Worldpay team for guidance.

“Being at the forefront of payments is probably the most important thing for us because those technologies can change quickly, and then they become significant differentiators,” he said.

“We work with Worldpay because of their ability to sort through issues and implement a reliable flat rate.”

- Robert Reichner, RepairShopr CEO