



## **iPayment, Inc. Launches Enhanced Technology Tools for Customers and Partners**

**Industry leading customer engagement, analytics and reputation management platform and streamlined application and boarding for reseller partners and their customers.**

(New York, NY) March 8, 2016 – iPayment, Inc., a premier provider of payment solutions and processing services, today announced the next-generation launch of two of their proprietary technology platforms, iAccess 3.0 and iEntry 2.0. Both were redesigned to expand user engagement, simplify visibility and business management for partners and customers, and enhance the overall customer/partner experience.

Completely re-engineered, the new iAccess 3.0 features a simplified user-interface complimented by daily performance statistics and online transaction reporting, robust self-help, industry and technical resources, e-statements and an integrated business analytics and reputation management platform. An online business management and self-service tool, iAccess 3.0 is available 24/7/365.

“In today’s hyper-connected society, it’s imperative that we provide our customers with the options they want and need for service and support,” said Guy DiMaggio, SVP, Operations, iPayment. He added, “Since 2010, customer preference for online self-service has more than doubled and predictions are that, by 2020, customers will manage 85% of the relationship without any human interaction.” “While we continue to invest in providing unparalleled live customer support, we also understand the need to expand our online resources for customers who prefer self-service.”

iPayment also continues to invest in partner enablement, making it easier for partner resellers to accept and track merchant applications online or through an integrated API. iEntry 2.0 is supported by a redesigned user interface, which simplifies the application process and provides partners with additional options for application submittals. iEntry 2.0 also features ‘Short App’, which significantly reduces the friction and time associated with a traditional merchant account application, improving the overall experience for both the partner reseller and their SMB customer.

“Whether it be for a reseller partner or a SMB customer, continued investment in and evolution of technology platforms and tools to improve service, enhance solution delivery and stimulate business growth is key to the iPayment strategy,” said Jennifer Terrill, CIO of iPayment. “It’s all about enablement, support, engagement and simplicity. Both of our new, enhanced technology offerings, iAccess 3.0 and iEntry 2.0, add immense value in both our SMB customer and partner relationships.”

### **About iPayment Inc.**

iPayment is a premier provider of payment solutions and processing services in the U.S. With over 17 years of experience and 150,000 merchant customers, the company is consistently recognized for its reputation, flexibility, and transparency. From new product innovation to customer service satisfaction, iPayment is an organization focused on small business



enablement and delivering relevant and impactful services and solutions that help our partners and SMB customers sustain and grow their individual businesses. For more information on iPayment, please visit <http://www.ipaymentinc.com>.

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