

**Steve Fouche**

Orchid Business Systems



Before implementing the North49 Customer Portal, our Sage Business Partners supplied us with their credit card details and we processed payments manually. Now this process has been automated and works seamlessly with Sage 300.

Additionally, our product activation codes, which we supplied manually on request, are now immediately available to our Business Partners on demand. All thanks to North49!

We are saving at least 2 days a month and have more time to spend on other key areas.

Here are some actual quotes from Sage Business Partners:

*"Cool!"*

*"Awesome, this is very helpful"*

*"I think it's awesome what you guys have done now. It makes it so much easier to make payments."*

In addition to the time savings the portal has improved customer service, renewal rates and cashflow.

**Brendan Desjarlais**

Microcad Computer Corp.



Previously we really struggled to maintain PCI compliance while also giving our customers quick turn around on orders. We save at least 10-15min per order processed, we use this time to service more customers!

Our staff love it, it just works when they need it to and removes a lot of worry and stress on their part when dealing with new clients.

Our customers think it's great. Access to history on their account is something they have been asking for a long time and a convenient way to make payments is an added bonus.

If you are using Sage as your ERP system and don't currently have an online payment portal, it's going to take your business to the next level in your customers eyes.

**Lorraine Gonzales**

Carvajal LTC



Prior to implementing the North49 Customer Portal, we had an outdated, labor intensive process for processing payments. Payment options for customers were very limited.

Due to the size and nature of our business, the number of checks received daily was large and created very challenging situations because of our manual process.

The number of paper checks received has declined due to ACH capabilities on the Customer Portal, and error rates have declined significantly because of the live integration to Sage 300.

From a payroll perspective, we estimate that we have saved at least one FTE. From a business perspective the

time saved is immeasurable as we have now pivoted our focus to proactive customer service and company value-added activities.

We feel we are now offering our customers the service they deserve.

Inbound call volume has declined, outstanding receivables have declined, and customers have reacted very positively to the Carvajal Customer Portal. With the time we were able to reclaim, the Customer Portal has paid for itself in less than a month.

We absolutely love it! We should have implemented it sooner.