

How a Fergus Falls-based technology company solved their point-of-sale and payments processing frustrations with this one solution

About Company



Cooper's Technology Group is a small business and technology provider based in Fergus Falls, MN. With 10 employees to their name, they are a small shop that sells computer hardware, performs break-fix for their customers, manages IT networks, and offers a full line of print cartridges and office supplies.

» www.coopersinc.com

The Issue: Manual Tasks

Cooper's Technology Group ultimately struggled with manual tasks related to their inefficient point-of-sale (POS) system that failed to communicate with their payments processor.

Before BNG:

Cooper's Technology Group had issues with their POS system printing extra receipts that had to be manually inputted into the systems.

One of the major obstacles of Cooper's Technology Group was eliminating their clunky credit card equipment. Cooper's Technology Group was also experiencing sync issues with their POS system. Cooper's Technology Group also struggled with a lack of customer service from their previous payments processing company when their POS system would crash. Lastly, they wrestled with the annoyance of not getting timely responses from their payments processor, which failed to address their business issues.

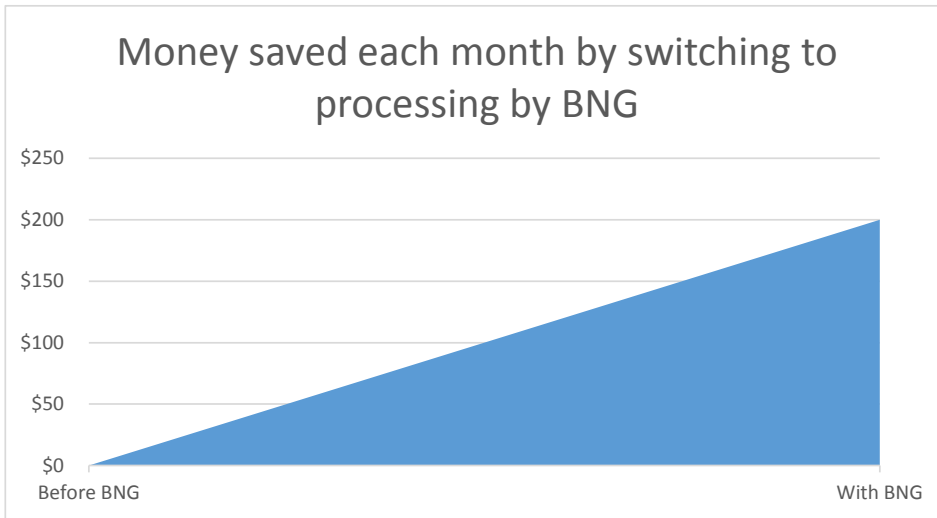
Cooper's Technology Group, along with Dan Murdock who is their Head of Technology, knew they needed to change payments processors.

Their Experience Using BNG:

One of the reasons they chose BNG to serve their store was BNG's strong customer service. As a smaller merchant provider, they trusted BNG to understand the challenges of wearing many hats. Cooper's Technology Group wanted a service provider that, like their business, could provide it all.

After switching, they reduced their monthly processing statement by \$200 a month, saving on processing fees and maintenance. Cooper's Technology Group POS machines now work together with BNG's payments processing gateway, eliminating multiple receipts and the need to manually key it into their system.

BNG's reps also meet Cooper's Technology Group's customer service expectation as BNG helps by keeping their business running smoothly.



Why They Would Recommend BNG:

"Speed and service, whenever I have issue, I can shoot and email, call, and never been down more than an hour."

-Dan Murdock, Head of Technology



Need payments processing help?

Learn about how you can make your credit card processing frustrations disappear.

Visit our website to learn more about how BNG Holdings can help your business and save you valuable time and money.

» www.bngholdingsinc.com

SIGN Up

Get educated on how you, a small business owner, can eliminate the typical credit card processing frustrations by signing up for our weekly emails. Sign up by clicking here.

» www.bngholdingsinc.com/blog