
IT Company Solves Integration Issue with Payment Processing and Point-of-Sale System

About Cooper's Technology Group



Cooper's Technology Group is technology provider in Fergus Falls, MN. They primarily sell and fix computers, work on networks, print cartridges, and sell office supplies.

BEFORE COOPER'S TECHNOLOGY GROUP HAD SYNCING ISSUES WITH THEIR POS SYSTEM AND PAYMENT PROCESSING PROVIDER

Cooper's Technology Group had issues with their point-of-sale system printing extra receipts that had to be manually inputted into the systems. Their current point-of-sale system and their payment processing provider, leading to multiple inefficiencies in their business operations.

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 point-of-sale 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.



WHY THEY NEEDED A NEW PAYMENT SOLUTION

One of the reasons they chose BNG Payments to partner with was the strong customer service. Cooper's Technology Group wanted a service 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 system now work together with BNG Payments processing gateway, eliminating multiple receipts and the need to manually key it into their system.

WHY THEY WOULD RECOMMEND BNG PAYMENTS



“Speed and service, whenever I have issue, I can shoot and email, call, and never been down more than an hour. We need our systems working together to run the business, and BNG Payments does that for us.”



Dan Murdock, Head of Technology at Cooper Technology



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