



PROFESSIONAL SERVICES FROM SKIPJACK

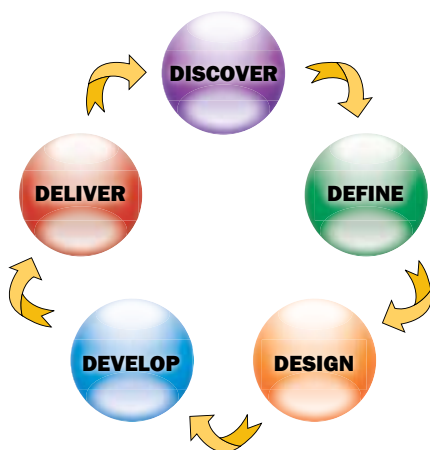
Key Industries

- Healthcare
- Retail
- Transportation
- Call Center
- Insurance
- Banking
- Utilities
- Telecommunications

Key Benefits

- Enhanced payment processes
- Reduced total cost of processing
- Faster payment data entry
- Increased security through user-specific logins
- Improved decision making through detailed data capture and retrieval
- Customized access privileges to specific features offer improved control
- Faster deposit reconciliation
- Better auditing of user activity
- Reduced rates on Corporate cards through Level 2 and Level 3 data support
- Faster processing by connecting directly to 3rd party systems

Skipjack's Professional Services department designs and deploys custom payment solutions to meet the needs of merchants with unique processing requirements that cannot be accommodated with Skipjack's standard suite of solutions. Examples of solutions that Professional Services has deployed include direct integrations to third party applications, advanced reporting interfaces for multi-location merchants, batch file management utilities, data format conversion tools, advanced VPOS interfaces and many more. Our knowledge of Skipjack and experience in building complex payment solutions allows us to deploy them faster, at a reduced cost, with increased functionality and user satisfaction.



Our five step process ensures that we deliver the right solution to our clients:

- 1) **Discover:** Understanding of factors that affect your business process
- 2) **Define:** Documentation of your needs and opportunities for improvement
- 3) **Design:** Concise specification document establishing the solution's key functions
- 4) **Develop:** Coding and Proofing of the designed solution
- 5) **Delivery:** Upon successful testing and review, the application is turned "live"



Measurable Cost & Efficiency Benefits

Our solutions can provide significant benefit to any business based on:

- reduced banking fees
- payment process improvements
- improved customer service
- reduced or eliminated costs of traditional payment equipment

Some of the efficiency improvements that merchants have experienced include:

- reduced transaction input time
- reduced error rates
- reduced reconciliation time
- enhanced user rights control/auditing
- fewer customer call backs

CASE STUDIES in brief

SKIPIACK PROFESSIONAL SERVICES

The following is a small sample of client interfaces that have been developed by Skipjack Professional Services:

Healthcare Client

The Problem:

One of Skipjack's healthcare clients was using antiquated Excel spreadsheets to calculate payment amounts and generate invoices for treatment tests at its various walk-in locations. This resulted in slow processing time and numerous errors due to mis-keying and out of date treatment price lists.

The Solution:

Skipjack Professional Services deployed a complete web-based solution that centralized treatment pricing so that all users had access to the latest information. The interface automatically calculated the amount owing, calculated discounts and recorded the amount paid. A credit card "swipe" feature was added as well.

The Results:

The new solution resulted in faster payment processing, reduced error rates and faster updating of ongoing application features.



Fitness Industry Client

The Problem:

A client in the fitness industry was experiencing issues when processing monthly member dues. Their existing solution dialed their previous payment processor and processed the payments extremely slowly. This resulted in frequent failures and an inability to determine which transactions had processed.

The Solution:

Skipjack designed a batch upload utility that automatically converted their billing system output file to a "Skipjack-compliant" file, uploaded it for processing over the Internet, and presented the processing results.

The Results:

Their solution dramatically reduced transmission errors and resulted in significantly improved overall processing times.



Retail Client

The Problem:

A large retail client with over 500 locations needed an efficient way to generate reports to display sales and settlement activity for each of their stores. Their existing method of generating the necessary reports required hours of staff time.

The Solution:

Skipjack Professional Services designed and developed a single reporting interface that enables retail staff to select one, several or all stores to analyze with a single click.

The Results:

Retail staff were able to reduce the time required to run the necessary reports and compile the data from hours to minutes. The consolidated reports resulted in improved decision making, and allowed them to detect financial anomalies, such as funds that had not been properly deposited to their bank accounts by their financial institution.

