

True Partnership, Truly Simple Integration



User

Our client is a leader in the healthcare software industry with over three decades of experience. The organization began as a charting and billing company and has since expanded into one of the world's best medical practice software and services platforms that includes practice management, certified electronic health records, and patient engagement capabilities.

Problem

The Client was looking for a single entity to interface with for integrated payments. In the past, their vendors required an inordinate amount of reconfiguration and setup for each unique account. The Client was looking to streamline this process by partnering with an organization that could deliver a seamless and simple configuration for additional clients. Additionally, the Client was hoping to partner with an organization that could offer good rates and a financial incentive.

Solution

Partnering with Global Payments Integrated made the implementation process light-years easier by offering a single API key to integrate with the existing software. The Global Payments Integrated team managed the bulk of the heavy lifting in getting new accounts set up and we were there to troubleshoot any issues. The Client reports that doctors are happy with the capabilities and that 95% choose to remain with Global Payments Integrated for the long-haul. Global Payments Integrated was also able to meet existing rates — or beat them — creating a new revenue stream for the Client.



Experience

Key differentiator:

"Global Payments Integrated sent somebody on-site to meet with us before we signed. We were able to look at your guys and know that these would be the people that back up their product."

Onboarding experience:

"Your development team and the team I interfaced with were really good. It took one week; they said that was the fastest interface they ever had. Stem to stern, it wasn't complicated. Your staff is phenomenal."

Tackling issues:

"The thing about support is, you don't really know who you're partnered with until you have a problem. Doctors can be pretty particular. Anytime we've ever had an issue, you guys have been amazing. Y'all bend over backward. I pick up the phone, call you guys, and within minutes, I have 10 people calling me to figure out who they need to call directly to get the problem resolved."



I've dealt with technology partners for 28 years. In all the 28 years...I've never had a vendor partner like [Global Payments Integrated] who was easy to communicate with, who was willing to jump in the foxhole with you, who also continues to improve their product. With most vendors, once they have your money, you never hear from them again. That's not the case with you guys. It's truly a relationship, and if you have a relationship with people, you can build a business together.

VP, Software Development