

USER INTERVIEW

“Enables us to streamline supplier enrollment and has excellent customer service.”

BACKGROUND

- **Stakeholder type:** Issuer
- **Title:** VP, Commercial Card Relationship Manager
- **Industry:** Financial Services
- **Number of employees:** 10,001+
- **How long they have used the solution:** 7 years

What is our primary use case?

“They enable my client's vendors to accept credit cards in an automated fashion.”

How has it helped my organization?

“It is extremely simple, and the payments flow through automatically. Funds are deposited directly into the supplier's bank account without any manual intervention, creating a passive experience. Once a supplier is set up in the system, it is an automated process from that point forward. Boost does all the heavy lifting when it comes to supplier enrollment. They have experienced customer representatives with decades of experience in commercial credit cards and B2B acceptance. As an issuer, and my client being the buyer, it is a passive experience for us because Boost takes that responsibility on and performs all enablement efforts for us. Boost's supplier enablement programs are the most important for us. We have to have enrollment suppliers in order for us to run the business. It is imperative that we have successful enrollment campaigns. As an issuer, we have not experienced additional costs associated with Boost's supplier enablement programs. They are very adept at creating customized solutions. They have expert knowledge in negotiating payment terms and various offers to. It is definitely not a one-size-fits-all solution. We usually customize the approach depending on the client and their supplier relationships. We were able to see the benefits of the program pretty soon after the deployment. It takes a few weeks of supplier engagement before suppliers are transaction ready. Within the first few weeks, we are able to realize the spend on the program and see the benefits.”

Which solution did I use previously and why did I switch?

“Yes, I have worked with others in the industry. However, Boost is the expert in business-to-business transactions. Their expert industry knowledge allows them to have better informed supplier conversations resulting in higher acceptance rates than others in the industry.”

What is most valuable?

“Their customer service is excellent. The automation streamlines the process for supplier success credit cards. It is a passive experience, which is great for suppliers who are looking to minimize their resources. This is the way to go!”

What about the implementation team?

“We implemented through the Boost team and I would rate them a 10 out of 10. Their enrollment experts have very specific merchant services experience and the results are proven time and time again.”

How are customer service and support?

“They are very responsive. Usually, we get a same-day response. If it is urgent and we make it known, they respond back right away within the hour. They are quick to set up a phone call if we need to involve our technical team and their technical team, but most things are resolved pretty much the same day. I would rate them a 10 out of 10.”

What's my experience with pricing, setup cost, and licensing?

“The pricing has been negotiable. It is not just one price. We are able to negotiate the price, which is great. Everything at Boost has been customized specific for our needs as well as our clients and their suppliers' needs.”

What do I think about the scalability of the solution?

“I have not experienced any issues with stability. Once we got through our initial implementation phase, everything has flowed through flawlessly without any human intervention. Boost has the ability to scale as quickly as our clients need them to.”

How was the initial setup?

“I was involved in setting up the Boost relationship here in my bank. In terms of maintenance, Boost does most of the heavy lifting. However, our clients still have to manage their vendors in their vendor master system. If a supplier elects to accept payments through Boost, the client has to update that in their records. It is not something that Boost can do for them. As far as the process goes, Boost does all the heavy lifting in terms of speaking to suppliers, getting them enrolled, and providing those details back to us, the bank, and to the client and the buyer.”

What other advice do I have?

“For anyone concerned about interchange cannibalization, most cases it is better to receive low interchange as opposed to zero. I have not had any issues with clients or suppliers where interchange cannibalization is causing issues. Every buyer/supplier relationship is different and the ability to offer customized interchange solutions when necessary has maximized the supplier adoption, allowing us to enroll suppliers who have traditionally said not to cards. I would rate Boost Intercept a ten out of ten.”

For more in-depth insights from real user reviews, visit the PeerSpot website at <https://www.peerspot.com/products/boost-intercept-reviews>

ABOUT BOOST

Boost Payment Solutions is the global leader in B2B payments with a technology platform that is purpose-built to meet the complex demands of today's commercial trading partners. Our proprietary technology solutions bridge the needs of buyers and suppliers around the world, eliminating friction and delivering process efficiency, payment security, data insights and revenue optimization. Boost was founded in 2009 and operates in 45+ countries. Boost Intercept®, our patented Straight Through Processing (STP) platform, eliminates manual workflows with end-to-end payment and data automation. Breaking the mold of traditional rigid credit card pricing constructs, Dynamic Boost® offers buyers and suppliers payment flexibility based on business rules that fit their mutual needs. The Boost 100® platform brings together all the solutions and services that large enterprises need to enable up to 100% of their AP spend on their commercial card.

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