



Nationwide Payments boosts reliability and wins new business

BY PARTNERING WITH NMI



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INTRODUCTION

Nationwide Payments, a division of EVO Payments International, is an ISO in the unattended space and a leading authorized payment processor for parking in the US.

They handle nearly \$4 billion in electronic payment transactions annually for over 22,000 merchants and 1,000 parking facilities across the United States.

In addition to their core parking business, Nationwide Payments also has a significant presence in the restaurant, healthcare and vending industries. They pride themselves on providing white glove service to their clients.

THE CHALLENGE

Nationwide Payments originally partnered with NMI in 2017 to support a small parking systems vendor. The success in this project led Nationwide to introduce NMI to WPS, a leading international parking services company. WPS needed a fully PCI compliant payment platform for the US market that supported magstripe, contactless and EMV for unattended parking pay stations.

WPS had also been experiencing issues with reliability and unexpected downtime with their gateway provider at the time. The new payment solution had to offer rock-solid reliability as well as outstanding customer service.



HOW NMI HELPED

NMI was able to provide better reliability and technology to Nationwide Payments for their WPS relationship and other clients. NMI's PCI P2PE 2.0 solution is validated by the PCI Security Standards Council and is a true omni-channel solution on a single platform with a unified reporting system.

NMI is committed to high uptime, with 99.99% availability and six interconnected data centers strategically located around the world (compared to just 1 or 2 for many payment gateways).

NMI has also allowed Nationwide Payments to quickly adopt the latest payment technologies for WPS. In the fall of 2019, Visa and Mastercard mandated that only EMV NFC would be eligible for contactless payments. With magstripe NFC no longer an option, Nationwide needed a payment platform that could enable contactless for WPS, as well as their other clients.

“NMI is our favorite gateway by far. The ease of doing business with them has been great, and they're very willing to work with us to attain new business.”

MICHAEL BARON

President of Parking & Unattended Systems, Nationwide Payments



NMI was ready for EMV Contactless long before it was mandated – and long before most other providers. The gateway already offered NFC EMV using First Data as the processor, and even included P2PE certification when using the Globalcom BV1000 payment terminal.



“NMI had planned ahead for EMV Contactless and the timing was perfect. Shortly after it was made a requirement, we had First Data NFC EMV. No one else had it and that was a massive selling point for us.”

TYSON OUELLETTE

Technical & Business Development Manager, Nationwide Payments

THE RESULTS

Prior to working with NMI, Nationwide Payments had just a small piece of the WPS business. Now they have almost 100% of it in the US. The ability to offer magstripe, contactless, EMV and P2PE in a single solution was a selling point that allowed them to garner more accounts with WPS. In just over a year, Nationwide has done over 60,000 transactions with WPS despite the downturn in the parking industry due to COVID-19. Also since using NMI, WPS' gateway reliability issues have been eliminated.

“The support team at NMI is bar none the best I have ever had on any gateway. The response time is quick, they do it correctly, they catch mistakes I make before they become a problem and they are all really great people to work with.”

TYSON OUELLETTE

Technical & Business Development Manager, Nationwide Payments

Nationwide has also benefited from time-saving features such as quick, hassle-free merchant and terminal on-boarding. Other gateways required Nationwide to go back to them whenever a card reader had to be changed. NMI provides Nationwide with Terminal IDs and the tools to be able to handle all boarding tasks for their customers themselves.

NMI's great customer support is something Nationwide didn't expect when partnering with them, but has quickly come to value and rely on.

Nationwide Payments has introduced NMI to other clients, and has also used it to generate new business. For example, NMI's ability to process payments in the Caribbean helped them win deals with the US/British Virgin Isles. In the future, Nationwide will use NMI to continue powering payments in the parking industry, and to expand their business with tollways, vending, healthcare, more agent banks and affiliate partners such as WPS.

“We haven't had a single second of downtime for any of our WPS clients using NMI. That's been huge for them and us.”

TYSON OUELLETTE

Technical & Business Development Manager, Nationwide Payments



ABOUT NMI

NMI enables thousands of forward thinking ISOs, ISVs, VARs and Payment Facilitators to shift to a new Unified Commerce Strategy to achieve disruptive results. Our leading commerce enablement platform unifies every point of engagement – ecommerce, retail, mobile and unattended – to deliver a singular view of the customer from wherever the transactions takes place.

Processing more than \$100+ billion in payments a year, NMI is the driving force behind 2,700 technology partners and 240,000 merchants who are shifting to a new Unified Commerce Strategy to put their business first, gain new value, and deliver a superior merchant and customer experience.

To find out more how unified commerce can create value for you, visit www.nmi.com



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