

“NCR Merchant Solutions offers very efficient payment processing and we love our program. We’ve never had a hiccup, even with our recently opened location. The implementation was seamless and the credit card processing went off without a hitch. Your customer service has been excellent and we look forward to sticking with NCR Merchant Solutions for a long time.”

- Jim Lannom, Partner



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NCR MERCHANT SOLUTIONS BECOMES A MUST-HAVE INGREDIENT FOR SUCCESS

BACKGROUND

With core sauces that are as Tex-Mex gold as you can get and four locations in the metroplex, Mattito's has been satisfying the appetites of Dallas-area residents for over 20 years. Their mission? To be the favorite place to eat and meet. Jim Lannom, Partner of Mattito's and lightheartedly the Director of Enchiladas, explained, ***“We're here to have some fun, sell some margaritas and Tex-Mex, and offer people a place to enjoy their life after a busy day. It's meant to be fun, fresh, and real.”*** Mattito's has been a long-term customer of NCR Merchant Solutions since 2004.

CHALLENGE

Mattito's was looking for the right technology ingredients to complement their freshly made Tex-Mex using age-old recipes. They needed credit card processing but wanted more. They wanted to purchase an additional integrated solutions product but felt that their money was better spent on only the freshest ingredients and the extra labor required for their distinctly different taste.

SOLUTION

Mattito's needed a credit card processor that was just as unique as their hand-picked, authentic décor. NCR Merchant Solutions provided more than that, including:

Credit card processing – *“In a very competitive market, NCR Merchant Solutions has withstood several strong offers from competition. I get a call at least every day, sometimes twice a day, with somebody telling me that they can lower my rates. But NCR Merchant Solutions has effectively stayed consistent and very competitive to remain as my top-of-mind credit card processor.”*

Restaurant Guard – *“Employee theft and shrink are rampant in this industry, but Restaurant Guard makes us a more profitable organization. The reports definitely are there to make us aware of potential theft issues. We run the reports at least weekly or biweekly and then have one-on-one meetings with the staff members to make sure they're aware that their behaviors are coming up on those reports and we need an explanation. It is a great management tool for our 250+ employees. As long as people know that there's somebody out there watching, they'll do the right thing. Restaurant Guard allows me to sleep much better at night.”*

eCard – *“Aloha eCard is a huge opportunity for us. We're multi-store, so for us to be able to sell a product in one place and redeem it in another...we have to have it. I love the quick turnaround on your products. I can call our local rep and he makes it happen. Our cards are delivered timely, it's easy to use, and adding our newest location to the program was a breeze. It's working fantastic for us.”*

NCR Merchant Solutions beat out the competition to become a Mattito's staple because of their unrivaled, value-added bundled solutions. On top of that, NCR Merchant Solutions sealed the deal by offering complete integration with Aloha-equipped POS systems; a dedicated, local, and fully engaged account manager; and superior sales support, customer service, and system support.

RESULTS

NCR Merchant Solutions came in and was able to help Mattito's subsidize the Restaurant Guard product through the payment processing savings. ***“The Restaurant Guard product has been something that NCR Merchant Solutions has added as a value for me, and it's a product that no one else really has or can offer me. We also love the speed and efficiency that comes from having our hardware, software, and credit card processing under one umbrella. It's very cohesive. It's an out of sight, out of mind kind of moment for me...and that's a great thing,”*** explained Jim.

There's a commitment between NCR Merchant Solutions and its customers – one that can be seen. Whether you are currently working with a payment processor, shopping around, or just starting your search for the first time, we encourage you to contact NCR Merchant Solutions. It's the first step to enhancing value for both your customers and your business – and the last step you'll take alone.