

Company Profile

- Robert Bosch was established in 1886
- Security Technologies North America (STNA) is headquartered in Fairport, NY.
- Bosch STNA is a division of the Bosch Group, which has annual revenues of \$49 Billion and 242,000 employees.
- The Security Systems Division develops some of the world's finest quality security solutions for both home and business.
- Visit www.bosch.us.com for more information

Business Needs

- Reliable & secure card payment solution
- Hosted payment processing solution
- Ability to process level-3 data

3DSI Solution

- EC-Zone

Business Benefits

- Delivers reliable payment tool
- Improves customer relationships
- Saves IT time and resources by outsourcing payment solution to 3DSI
- Receives cost-effective solution and lowers processing rates

Bosch Security Systems

Industry: **Manufacturing**

Bosch Security Systems is one of the five largest suppliers of equipment for global electronic security systems and develops technology and services that help improve the quality of peoples' lives. Bosch requires a secure and reliable payment processing partner to manage the large volume of credit card transactions created from the sale of their products & services.

Challenge

Bosch had been using installed software to manage and process credit card transactions and experienced major processing problems, following an upgrade to the software. The problems ranged from incorrect charges appearing on customer invoices, to credit cards locking-up. Bosch sought to rectify the software processing issues and re-store confidence in the processing system and with their customer base.

Solution

After consultation with their Acquirer, Bosch elected to implement a hosted processing solution, to eliminate the inherit problems experienced with the software-based environment, which had vulnerabilities and management issues. Additionally, Bosch required a processor who could support and process Level-3 data. The two requirements quickly narrowed the pool of candidates and 3Delta Systems® quickly emerged as the ideal partner for their unique business needs.

Results

After implementing EC-Zone®, 3Delta Systems' Internet-based and hosted payment processing solution, Bosch quickly resolved and eliminated the processing issues that had plagued them with the software solution.

Using the hosted-model, 3Delta Systems assumes responsibility for all product updates, security updates, database back-up, training, customer support and other maintenance activity by centrally hosting the payment processing system.

Additionally, Bosch receives the best transaction rates for processing level-3 data and provides their customers the level of information needed to reconcile information on the back-end. Level-3 information contains information about the items purchased such as Item Part Number, Description, Quantity, Unit of Measure, Price and more.

Customer Feedback

“3Delta Systems delivered Bosch a great advantage. We are less vulnerable to processing errors and the hosted solution frees-up valuable IT time, said MaryJane, Kornbau, Credit Manager, Bosch Security Systems.” “EC-Zone is also more cost-effective, and did not require any upfront licensing fees or ongoing maintenance charges.”

