

CUSTOMER SUCCESS STORY



INDUSTRY:

Software Developers

BENEFITS:

Nodus helps Mekorma to manage over 5000 customer renewals and to reduce their credit card processing rates and scope of PCI compliance.

SOFTWARE USED:

Mekorma uses Nodus Credit Card Advantage to process electronic payments within GP, Recurring Billing to manage annual renewals, PayFabric to securely store credit card data while reducing the complexities of PCI compliance, and Nodus Merchant Services to reduce their credit card processing fees.

ABOUT MEKORMA

For more than 20 years, Mekorma has been developing Accounts Payable software to help Microsoft Dynamics GP customers pay their vendors with ease. What started out as accounting software customizations has turned into a trusted brand that 1000's of customers count on every day.

For more information, please visit: www.mekorma.com/

Mekorma
8265 West Sunset Blvd, Ste 207B
West Hollywood, CA 90046
888-MEKORMA

The leader in Microsoft Dynamics GP check printing enhancement software chooses Nodus to automate their accounts receivable process and secure their customers' sensitive credit card data.

"ePay has been essential to help us automate our renewal process. We have over 5000 customers that process renewals every year. Our small customer service team has been able to keep up with this because our webpage integrates directly into ePay to create paid invoices in Dynamics GP."

Ora Goldman
CEO, Mekorma

Ora Goldman was helping her customers customize their Microsoft Dynamics GP (previously known as Great Plains Dynamics) accounting system when she took note of the increasing demand for check printing software. In 1995, she set out to build a tool for this very purpose and that is when Mekorma MICR was born. Microsoft's business solutions have changed a lot since then, but Mekorma MICR continues to be the most widely used check printing enhancement software for Dynamics GP users.

In addition to their highly functional, yet easy to use, software, they are also known for the gracious touch and personalization that is given to every customer and partner. For these reasons, Mekorma has been a company that clients and partners alike have grown to trust and count on.

LESSONS LEARNED

Mekorma considered expanding their industry by developing a variety of products, but eventually realized that keeping a more centralized focus would help them best service their customers. "The lesson of focusing in and developing deep expertise in a more narrow area had a lasting impact," explains Goldman. Because of this mentality, Mekorma has stayed true to their roots by focusing solely on a Microsoft Dynamics GP integration. This sets them apart from similar companies because they were able to develop a solution that is actually a part of Microsoft Dynamics GP, rather than a solution that works outside of the main system and tries to integrate in.

THE CHALLENGE

Mekorma has over 5000 recurring customers that pay annual renewals on their software. Performing this billing process manually meant creating 1000s of invoices, sending them out to customers via mail or email, collecting payments over the phone or by mail, and, once processed, entering those payments back into Dynamics GP. If the team was going to focus on product development and customer service, they would have to find a solution to reduce their accounts receivable labor.

CHOOSING NODUS

With a growing customer base, Mekorma needed to implement electronic payment processing to provide their customers easy and convenient payment options. They looked to the first credit card processing solution for Dynamics GP – Nodus Credit Card Advantage.

Credit Card Advantage allows Mekorma to process credit cards and eChecks directly inside of Dynamics GP. Mekorma was one of the first users of Credit Card Advantage. Goldman recalls that, "[they] have been using Credit Card Advantage since its inception. It has worked so reliably that we just never have to think about it. We have added integrations into it via customized web pages and it just ticks away."

THE NEED FOR AUTOMATION

Being a company that specializes in automating repetitive processes for their customers, the Mekorma team fully understands the importance of reducing manual labor. Part of the challenge with automation is the integration back into the accounting system. As a software developer herself, Goldman fully understands the value of a seamless integration to Dynamics GP and the importance of eliminating double data entry to reduce reconciliation errors.

Mekorma decided to implement Nodus' **ePay Advantage** (Online bill pay) and **Recurring Billing** add-on module to assist with their high volume of annual renewals. The Recurring Billing add-on module automates the creation of invoices for the annual software renewals of their customers. In addition, the modules also automatically processes the payment methods that the customers keep on file. This process helps their customer service team spend less time billing so they can focus on what they do best: providing outstanding customer service.

MAINTAINING PCI COMPLIANCE

PayFabric – Cloud-based Processing and Storage

Mekorma migrated to PayFabric to help reduce their scope of PCI compliance by removing all sensitive credit card data from their local environment and storing it in Nodus' private cloud. Goldman stated, "When we saw all of the requirements for PCI compliance, it was going to be a lot of work to implement all of them. PayFabric takes it out of our hands. We never have to see the customer's credit card, and we never store it on our site."

REDUCING CREDIT CARD PROCESSING RATES

Companies understand that their customers are expecting a variety of payment methods, including credit cards. Unfortunately for merchants, credit card processing often comes attached to large sums of hidden rates and fees.

Merchant Services

Mekorma looked to Nodus Merchant Services to process their credit cards because Nodus has continued to work with them to find them the best possible discount rates. Most recently, Nodus helped Mekorma upgrade their system to start accepting Level 3 data which reports more detailed information to the processors, dropping their rates further for an additional 12% monthly savings.

LOOKING AHEAD

Mekorma plans on implementing Nodus PayLink, which will allow them to send payment hyperlinks directly from GP to customers for one-off payments.

A PARTNERSHIP

Mekorma and Nodus Technologies have a special bond, one that goes beyond the use of internal software. Nodus' CEO, Donte Kim, worked with Ora Goldman at Mekorma before spinning off Mekorma's credit card processing solution to fulfill his vision of simple and secure ePayment processing. Sharing a common interest, Goldman and Kim have remained great friends over the years and have worked together to develop successful software for the Microsoft Dynamics GP industry.



"The Nodus team dedicated time to us to make sure we understood the ins and outs and were able to design our systems to work just the way that we want them to."

Ora Goldman
CEO, Mekorma

ABOUT NODUS



Nodus Technologies provides businesses and developers with integrated payment solutions for Microsoft Dynamics ERPs and CRM, on-premises or in the cloud. Our expertise in electronic payment processing, B2B & B2C eCommerce, online bill pay, and cloud payment solutions assists organizations of any size and industry with achieving PCI compliance while automating accounts receivables, expediting funding, and improving the customer experience.

For more information, please visit:
www.nodus.com

Microsoft
Partner



Gold Enterprise Resource Planning
Silver Application Development