



Long-Standing Partnership Between Paya and ECI Highlights Importance of Sophisticated Tech and Close Alignment

OVERVIEW

ECI is a leading provider of cloud-based business management software for small- and medium-sized businesses. Paya's close communication and planning with ECI, as well as its commitment to making strategic technical investments early on, allowed the partnership to deepen over their years, to the benefit of both ECI as well as its customers.

APPROACH

- **Dedicated support.** Since the start of its relationship with ECI, Paya has demonstrated a hands-on approach, especially in converting customers to Paya Connect. Paya has also offered ECI direct access to senior leadership, making them feel comfortable to reach out any time to discuss problems and ideas. The level of individualized support and attention that Paya provides is unparalleled in the digital payments space.
- **Real-time communication.** As technical complications arose, Paya worked with ECI to troubleshoot and ensure that the best solution—especially for ECI and its customers—was developed and implemented. The Paya team has even joined the ECI team on calls with end users, and view the responsibility to find and implement solutions for ECI's customers as one they share equally with the internal team.
- **Industry expertise.** Though ECI works with a range and size of companies, Paya has highly relevant expertise for a number of their customers, including those in the B2B and manufacturing sectors. This industry knowledge allows Paya to speak the same language as ECI's customers, ultimately making their solutions more efficient and effective.

RESULTS

- **Seamless integration.** ECI has been able to draw on the customizable APIs within Paya Connect in order to efficiently integrate Paya's sophisticated digital payments system for its customers. A user-friendly system, Paya Connect has also smoothed the transition and ensured operational consistency for customers through the onboarding process.
- **Conversion.** As ECI has brought on new customers and even considered acquiring new companies, Paya has lent its support and manpower to the organization to call hundreds of customers and convince them to onboard with the new technology. The partnership is rooted in the belief that such efforts are mutually beneficial and that Paya and ECI work best as a team.



Paya (NASDAQ: PAYA) is a leading provider of integrated payment and frictionless commerce solutions that help customers accept and make payments, expedite receipt of money, and increase operating efficiencies. The company processes over \$40 billion of annual payment volume across credit/debit card, ACH, and check, making it a top provider of payment processing in the US. Paya serves more than 100,000 customers through over 2,000 key distribution partners focused on targeted, high growth verticals such as healthcare, education, non-profit, government, utilities, and other B2B goods and services. The business has built its foundation on offering robust integrations into front-end CRM and back-end accounting systems to enhance customer experience and workflow. Paya is headquartered in Atlanta, GA, with offices in Reston, VA, Fort Walton Beach, FL, Dayton, OH, Miamisburg, OH, Mt. Vernon, OH, Dallas, TX and Tempe, AZ.