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PayPoint launches 'Event Streamer' for real-time payment notifications

Businesses can now reconcile cash and digital payments to fast-track financial decisions and enhance the customer journey

Welwyn Garden City, 8 October 2020 - To help businesses take prompt action on payments received in the current challenging times, PayPoint has launched Event Streamer. The unique new solution, which strengthens the MultiPay digital payments portfolio, delivers real-time notifications to businesses of all transactions improving productivity and customer experience.

Traditionally, tracking cash payments alongside digital payments has proven difficult to reconcile, however, the Event Streamer payment solution makes this process much easier. By streaming payment transactions to an organisation's CRM system, Event Streamer delivers real-time payment visibility and a single view of customer payments across all digital and cash channels.

Crucially, notifications will be received for arrears paid, preventing collections teams wasting time on chasing payments already made. It can also expediate the reactivation of a suspended service due to outstanding arrears, to ensure the customer experience is a positive one.

Danny Vant, Client Services Director of PayPoint, comments: "In the current financial environment, the need for businesses to monitor and react to transactions has never been greater. As a result, a significant number of our clients requested access to real-time transaction insights to complement the end-of-day reporting they already receive, as well as improve efficiencies in the back office once payments were made. This extended beyond digital transactions to over the counter cash payments made via the PayPoint retail network.

"In response, we built a unique solution designed specifically to keep businesses up to date in real-time of payments made, due and overdue. Importantly, clients can benefit from Event Streamer without any onerous requirements for full API integration."

"This latest solution confirms PayPoint's commitment to responding quickly and developing innovative solutions that help businesses support their customers, collecting with care and responsibility, through these financially difficult times."