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# PayPoint's MultiPay platform adopted by Midland Heart to expand customer payment options

*Midland Heart customers can now pay bills online*

**Welwyn Garden City, 29 April 2019:** PayPoint today announced a new partnership with Midland Heart. The leading Midlands based housing organisation has implemented PayPoint's integrated payments platform, MultiPay, giving customers the option to now pay their bills via an app, custom designed for Midland Heart.

Managing 33,000 homes and a range of quality services for 70,000 customers, Midland Heart prides itself on delivering truly affordable homes across the Midlands region.

Gary Hardy, Director of Housing at Midland Heart commented: *"As a business with charitable and social purposes, we strive not only to be ethical, transparent and accountable, but to offer our customers the best possible experience. PayPoint's flexible MultiPay platform integrates seamlessly with our customer's user journey, offering them the flexibility to pay via the app, at a time that's convenient for them."*

As a leader in omnichannel payment technologies, PayPoint is well placed to offer an integrated solution across multiple channels. MultiPay gives organisations the ability to offer a wide range of payment options spanning online, app, text, phone and cash in-store. Being completely modular, organisations have the flexibility to pick and choose the channels best suited to their customers and can pick either client-integrated or white-label solutions.

Lewis Alcraft, Chief Commercial Officer at PayPoint, added: *"We are delighted to announce our partnership with Midland Heart. Our MultiPay platform offers a full range of payment options, meaning organisations such as Midland Heart can offer their customers choice and convenience . Alcraft continued: "With consumer behaviour shifting, we believe businesses do best when they embrace technology and evolve to keep modern life moving."*

For more on MultiPay visit <https://serviceprovider.paypoint.com/>.

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### **ABOUT PAYPOINT**

In thousands of retail locations, at home and on the move, we make life more convenient for everyone.

For retailers, we offer innovative and time-saving technology that empowers convenience retailers in the UK and Romania to achieve higher footfall and increased spend so they can grow their businesses profitably. Our innovative retail services platform, PayPoint One, is now live in over 12,000 stores in the UK and offers everything a modern convenience store needs, from parcels and contactless card payments to EPoS and bill payment services. Our technology helps retailers to serve customers quickly, improve business efficiency and stay connected to their stores from anywhere.

We help millions of people to control their household finances, make essential payments and access in-store services, like parcel collections and drop-offs. Our UK network of 28,000 stores is bigger than all banks, supermarkets and Post Offices together, putting us at the heart of communities nationwide.

For clients of all sizes we provide cutting-edge payments technologies without the need for capital investment. Our seamlessly integrated multichannel payments solution, MultiPay, is a one-stop shop for customer payments. PayPoint helps over 500 consumer service providers to save time and money while making it easier for their customers to pay – via any channel and on any device.

### **ABOUT MIDLAND HEART**

Midland Heart is a leading housing organisation, delivering homes and services across the Midlands that enable people to live independently. We own and manage 33,000 homes and are dedicated to providing decent, affordable homes combined with excellent services to over 70,000 customers. Founded in 1925, we are a trusted not for profit organisation whose social purpose drives us to reinvest all our surplus back in to our customers, staff and homes. For more information visit [www.midlandheart.org.uk](http://www.midlandheart.org.uk)