

Company Profile

- Headquartered in Waltham, Massachusetts
- Revenues of \$2.2 billion and traded under NYSE:TMO
- Employs 10,000 people in 30 countries
- Visit www.thermo.com for more information

Business Needs

- Web-based solution
- Process different levels of data, including Level-3
- Cost-effective processing solution for multiple locations

3DSI Solution

- EC-Zone
- EC-Batch

Business Benefits

- 30% savings
- Streamlined operations

Thermo Electron

Industry: **Manufacturing**

Thermo Electron Corporation is the world leader in analytical instruments and their technologies help researchers make discoveries that will fight disease or prolong life. With over 30+ business units charged with processing credit card payments, Thermo sought to deploy a centralized approach to manage their global card volume.

Challenge

Thermo had deployed a de-centralized payment processing strategy and was working with more than ten payment processors across 30+ offices. Each processor had a different platform and each presented varying management problems – ranging from software issues to antiquated processes (e.g. dial-up modems). Additionally, processing costs varied among providers and Thermo sought to leverage their combined transaction volume and improve their pricing structure. To rectify these problems, Thermo launched a RFP, with the goal of *consolidating and centralizing* all credit card activity under one payment processor.

Solution

Thermo Electron established three key criteria for selecting the ideal processor. The payment solution must be:

- Web-based
- Cost-effective
- Process different levels of Purchase Card transactions – up to Level-3

Implementing EC-Zone[®], one of the Integrated Payment System services offered by 3Delta Systems[®], provided significant savings as the solution is Web-based and eliminates the purchase of software, license fees, access charges and maintenance at each location.

Results

Thermo received a better transaction rate by consolidating all their card volume under one provider. Thermo's savings continued through implementing a Web-based payment solution; their significant total cost savings were realized by eliminating the purchase of multiple software solutions, license agreements and hardware at each business unit. The selection of one payment systems vendor, 3Delta Systems, streamlined internal operations and yielded about a **30% savings** in hard dollars.

Results Continued

Additionally, several business units had one-to-two people dedicated to processing credit cards because it was such a long and tedious process. “The additional savings in time & resources is invaluable to Thermo and difficult to assign a dollar value,” said Jeff Botte, Corporate Finance Manager, Thermo Electron Corporation.

Customer Feedback

“EC-Zone is the ideal solution to serve our multi-location processing needs, said Jeff Botte, Corporate Finance Manager, Thermo Electron Corporation.” “The ability to manage card transactions on-line and give multiple users access to card data is a tremendous value and benefit to our operations.”