
Success Story – Omega Transaction Corporation

“ExaDigm has created a superior wireless terminal.....and the level of service to both the merchant and the sales office is outstanding!”

Trey Burke, VP Sales & Marketing, Omega Transactions Corporation



Customer Background

Omega Transactions Corporation is a well-established merchant services company that offers various solutions to merchants wanting to accept credit cards, debit cards, checks, and other electronic payments at an affordable price. Omega provides both the merchant accounts and the equipment needed to process these transactions. Omega was founded in 1989 in Houston, TX by Eddie Burke.

Situation

Omega Transactions works with many merchants that need a wireless solution for their credit card processing needs. Merchants such as locksmiths, plumbers, taxi and limousine drivers, and trade show retailers have shown us what they believe are the most important factors in choosing a wireless terminal:

- Coverage
- Durability
- Reliability
- Flexibility
- Ease of Use

At the time, these merchants were using other wireless solutions, and were experiencing problems such as spotty coverage, wireless networks closing, power cords breaking, and batteries not charging. The merchants were getting frustrated and so were the sales agents. There had to be a better solution available.

Solution

The merchants and Omega were getting frustrated with the constant recurring problems with the other wireless solutions available in the market. Omega contacted ExaDigm about their new wireless technology and the ExaDigm XD2000 was then deployed with these merchants. Omega followed up to get their feedback on the new terminal and the results were excellent. These merchants were now getting better wireless coverage and the battery lasted longer than terminals they had previously been using. In addition, they liked the look of the terminal and were impressed with how easy it was to use.

Results

As a result of switching their preferred wireless solution to ExaDigm, Omega was able to benefit from:

- A better engineered product than the other wireless solutions in the market today.
- Happier merchants - Omega stopped receiving negative feedback on the wireless solutions since deploying ExaDigm terminals in place of the other wireless technology.

- Extremely quick and easy setup and deployment of the wireless network and terminal.
- Well-trained support staff at ExaDigm who care for both the merchant and the sales office.

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Contact

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