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FACTSHEET

TIS SERVICE HIGHLIGHT:

Customer Support & Onboarding Experience

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TIS' UNWAVERING COMMITMENT TO CLIENT SUCCESS

Our goal at TIS is to help clients gain full control and visibility over their global payments, banking, and liquidity workflows. As part of this commitment, TIS has developed a best-in-class approach to client success that ensures all our global users receive the best possible onboarding, training, and support throughout their journey. From the time organizations first engage with TIS onwards, our team of experts work tirelessly to ensure operations run smoothly and without interruption.

This factsheet provides an overview of the TIS client experience across the following areas:

1. Client Support Structure

2. User Training & Education

3. Onboarding Experience

4. Reviews & Success Stories

Wouter De Bie,
VP of Professional Services, TIS
20+ Years in Technology
10+ Years in Treasury
5+ Years in Customer Service / Support

"Most TIS personnel are former practitioners with decades of experience in the treasury, finance, and technology fields. This means we've stood in your shoes and know exactly how to assist you during implementations, integrations, and beyond."

"At TIS, there is no single "blueprint" for a successful onboarding project. Instead, we work with each client to identify their unique needs and requirements and create a tailored plan for onboarding that addresses their top priorities first, so that they can begin realizing benefits as quickly as possible."

Anett Rau
Onboarding Team Lead, TIS
10+ Years in Finance
5+ Years in Client Support

Learn more at www.tispayments.com »

PROFESSIONAL, IN-HOUSE CLIENT SUPPORT

The TIS product and customer support team consists of seasoned experts who have proven themselves through repeated success in handling the complex and diverse needs of our clients. Today, many of our support staff are former financial practitioners and technology experts who understand exactly what is required in order to provide effective service. In addition, all of TIS' support members are full-time TIS employees, which means that each client can be given a dedicated contact to serve as their champion for handling inquiries and resolutions.

As a result of this superior approach to client support, TIS maintains 99.95%+ global system uptime and resolves 92%+ of all client support tickets in under 24 hours. Combined with our 100% in-house team and fully-managed cloud platform, it's easy to see why clients consistently give TIS 9.0+ stars for support and service.

6 WAYS TIS SIMPLIFIES THE CLIENT SUPPORT EXPERIENCE

1 Major Focus on Client Feedback

2 92% of Tickets Solved <24 Hours

3 100% of Support Managed In-House

4 Dedicated Success Managers

5 Extensive Email & Phone Support

6 Fully-Managed Updates & Maintenance

Learn more at www.tispayments.com »

USER TRAINING & EDUCATION

From the time companies first engage with TIS through to their ongoing use of our solution, we ensure every user and stakeholder has easy access to training tutorials, demos, guides, and seminars. To accomplish this, we maintain a comprehensive online library of resources for users to familiarize themselves with every component of our platform. In addition, TIS also hosts a variety of digital and in-person events that serve as opportunities for users to receive direct training and guidance.

As new users are added to our system over time and as we release new product features, all of our associated training resources are updated accordingly. This ensures that companies are always aware of exactly which capabilities are available to them and how they work. Organizations that incorporate new TIS modules after their original implementation are also provided with dedicated training sessions to ensure that all users understand how their entire suite of capabilities function.

4 WAYS TIS TRAINS & EDUCATES OUR CLIENTS

1
Online Tutorial Libraries

2
Regular Client Conferences

3
Training at Onboarding

4
Guided Demos & Updates

"The TIS solution is like the Apple operating system. It is simple, straight-forward and reliable. It does exactly the job it should do and has no bugs. You feel every day that it was built by software experts together with true subject matter experts in Treasury."

Drew Adams, VP of Tax & Treasury, CIRCOR

CIRCOR

Learn more at www.tispayments.com »

STREAMLINED CLIENT ONBOARDING

TIS is proud to manage the majority of client onboarding, connectivity, and integration tasks on behalf of our corporate and enterprise clients. From project kick-off to go-live and beyond, our team takes the burden off internal IT and treasury teams to ensure our cloud-based system is functioning seamlessly and is fully connected to your global banking, systems, and entity landscape.

Because of the extensive connectivity already maintained within our system and the vast experience of our onboarding and support teams, deploying the TIS solution can be completed very quickly. By combining the expertise of our in-house teams with a select group of leading integration partners, projects can be kept on time and as scheduled. And with a suite of APIs and direct plugins for ERP and TMS connectivity as well as 11,000+ potential banking options, our team ensures a smooth and consistent onboarding experience that does not require excessive IT or treasury support. Instead, we take the burden off your team and manage the bulk of the process ourselves while you continue to focus on your everyday tasks.

6 WAYS TIS SIMPLIFIES THE CLIENT ONBOARDING EXPERIENCE

1 Fully Managed Platform Deployment

2 Dedicated Onboarding Managers

3 Simplified Bank Connectivity

4 Assisted Back-Office Integration

5 Comprehensive User Training & Education

6 Experience from 250+ Successful Client Projects

Learn more at www.tispayments.com »

TESTIMONIALS, REVIEWS, & SUCCESS STORIES

From manufacturing and pharma to real estate and hospitality, virtually every organization faces the challenge of optimizing global banking, payments, and liquidity management processes. Today, many of the world's leading corporations, banks, and consulting firms are tackling these challenges with great success thanks to the TIS payments and liquidity platform. This is because TIS has identified the capabilities that leaders require to achieve Enterprise Payment Optimization (EPO), regardless of industry or vertical.

TOP RATED BY CLIENTS

View active client reviews and testimonials by visiting our public TrustRadius and Capterra pages! You can also access a range of success stories on the TIS website.

TrustRadius »
Capterra »

9.1 / 10 on 50+ client reviews in the last 3 years

Learn more at www.tispayments.com »

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LEARN MORE ABOUT TIS

TIS helps organizations simplify and streamline their global payments and liquidity management operations. Our cloud-based platform empowers businesses to optimize critical functions surrounding cross-border and domestic payments, bank connectivity, cash forecasting, fraud prevention, payment compliance, and more.

Corporations, institutions, and business vendors leverage TIS to transform how they connect with global banks and financial systems, collaborate on payment processes, execute outbound payments, analyze cash flow & compliance data, and promote working capital efficiency.

Ultimately, the TIS technology platform enables businesses to improve operational efficiency, lower risk, manage liquidity, gain strategic advantage – and achieve enterprise payment optimization.

Visit tispayments.com to reimagine your approach to payments and liquidity management.

Enterprise Payments reimagined.

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