

**Efficient
Problem-Solving
& Support That
Exceeds Expectations**



User

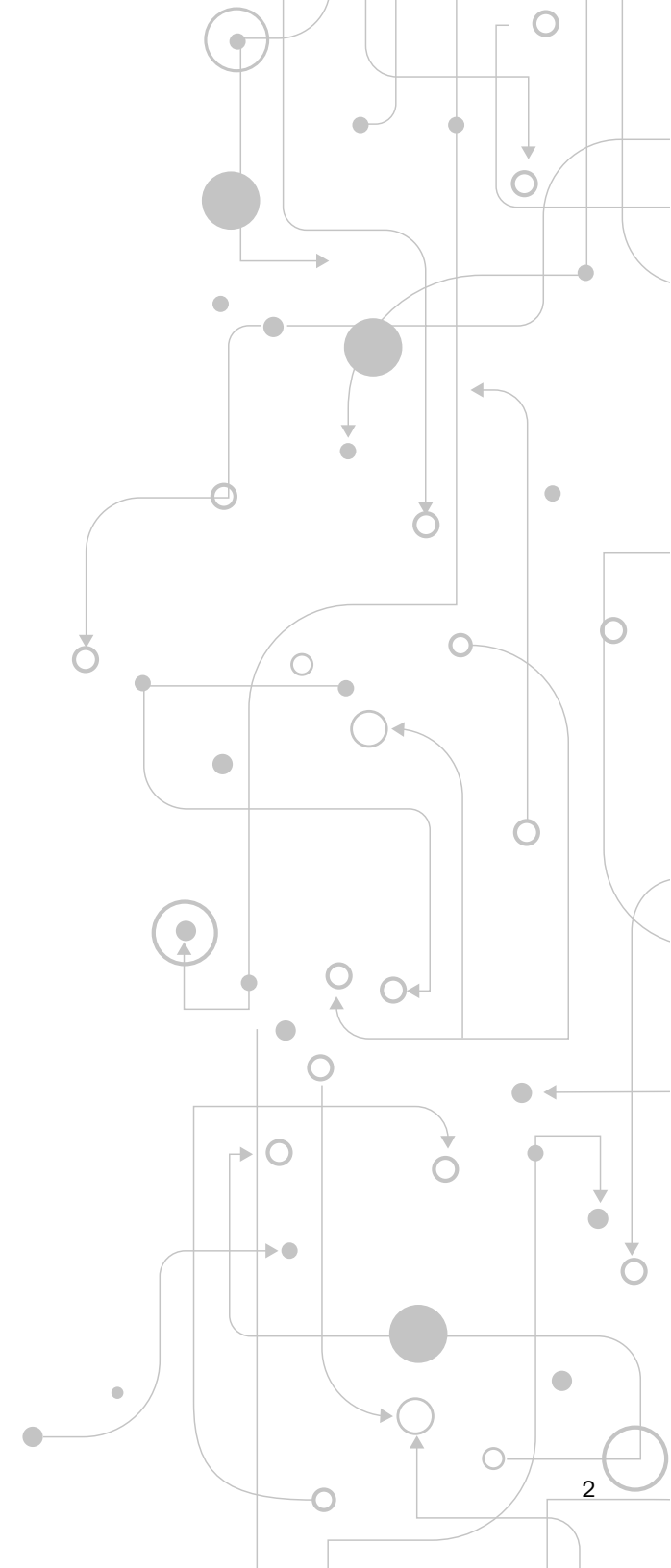
The Sutherland Lumber Company® is a privately-owned, family run organization founded 100 years ago by Robert R. Sutherland. Based in Kansas City, Missouri, Sutherlands® is one of the largest privately-owned home improvement center chains in the United States, operating 49 home improvement stores spread across 13 states. The local building supply and hardware stores range in size from small lumberyards to large 140,000+ square foot warehouse stores, each stocked with a large variety of building materials specially selected for the region. Sutherlands also specializes in complete building packages, including storage sheds, garages, post frame buildings and pole barns, and entire houses.

Problem

Sutherlands partnered with Global Payments Integrated to address both customer support and account management issues arising from its previous provider. Its expansive footprint called for a broad and sometimes complex mix of payments technology and services, and Sutherlands wanted to be sure it had access to the necessary experts and support to address issues, concerns, or questions that arose across any of its locations.

Solution

Working with Global Payments Integrated has enabled Sutherlands to significantly improve both the customer support and account management experiences. The transition meant that Sutherlands had a dedicated account manager assigned to its account and ready to assist with any questions or technical issues around the equipment, payment gateway, or anything else payments-related. The result has been streamlined communication, efficient problem-solving, and a collaborative environment that allows Sutherlands to focus its internal resources where they matter most: on growing the business and providing exceptional service and products to its own customers.



Experience

Central, Focused Team:

“Our experience has been great. One highlight of our experience with the Strategic Account Management team is that we have one team that can service all of our needs. It makes communicating and problem-solving much more efficient. From equipment to gateway, they are able to support us with anything that arises.”

Customer Service:

“The customer service is excellent and was a giant leap from our prior support provider.”

Smooth Transition:

“The transition to the new terminals last year was near perfect and exceeded our expectations.”

“ Sutherlands has been a reference for Global Payments Integrated merchants previously and will continue recommending Global Payments Integrated to other merchants.

Sutherlands Spokesperson



globalpayments Integrated

About Global Payments Integrated

Global Payments Integrated, a Global Payments company, provides innovative payment solutions to help software providers and their customers grow their businesses. Our integrated tools go beyond payment processing, offering a range of features to enable commerce and enhance customer experience—all backed by award-winning support. We're proud to serve more than 60 industry verticals, processing over \$1.1 billion transactions annually for more than 400,000 merchants.

For more, visit us at globalpaymentsintegrated.com.

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