

## Client Details

**Client:** Grainger plc

**Project:** Payment Portal

**Location:** Newcastle

## Payment Portal

### The Challenge

The challenge was to provide Grainger staff with a system to collect rents via debit or credit card whilst the tenant was on the phone and to optionally provide bank compliant paperless direct debit sign up.

The interface needed to seamlessly link a card payment gateway to twenty on-line merchant, bank accounts, rent accounts in six estate management databases and direct debit submission via a third party application.

### Implementation

SIS worked closely with Grainger IT and administrative staff to develop a seamless Intranet based solution.

Security was paramount and the application was rigorously audited for compliance by Grainger internal audit staff and by external consultants.

Tenant details and payment history were retrieved from six property management databases using XML web Services.

Credit and debit card payments were directed to the appropriate bank accounts and successful payments posted automatically against the tenant

accounts in the relevant property database.

Bank approved, scripted paperless direct debit sign up screens were provided.

Refund processing was provided with a workflow cycle.

Failure mechanisms were implemented to ensure data integrity was maintained between disconnected systems.

### Potential Realised

Payments taken via the Portal exceed £13 Million pounds per annum

Overdue rents are collected with shorter lead times.

Customers have an instant payment method

Increased use of Direct Debits has reduced administrative effort and improved cash flow.



## Company Background

**Grainger plc** is the largest specialist residential property owner and manager traded on the London Stock Exchange. Our business activities in the UK and Germany cover ownership, trading, fund management, property management and development of residential property.

Grainger is also a leading provider of retirement housing solutions, including home reversion products through Bridgewater Equity Release. We own approximately £2.1 billion of property assets and manage over



Tenant Name	Address	Tenant Ref.	ECS Database
Crest + Mats	Springfield Retail Park - Unit 1	07-003201	New Property Portfolio
The Tate Toys	Springfield Retail Park - Unit 2	07-003202	New Property Portfolio
Local Sports Club	Station Centre, Exhibition Hall	03-001-000101	New Property Portfolio
Heavenly Pizzeria	Station Centre, Exhibition Hall	03-001-000102	New Property Portfolio
Mrs & Mr Parnsey Wedding Reception	Station Centre, Exhibition Hall	03-001-000104	New Property Portfolio
Mr Charles Windsor	Station Centre, Exhibition Hall	03-001-000106	New Property Portfolio
Station Bowls & Billiards Society	Station Centre, Exhibition Hall	03-001-000106	New Property Portfolio
Local Sports Club	Station Centre, Exhibition Hall	03-001-000107	New Property Portfolio
Mr & Mrs Leaver, Wedding Reception	Station Centre, Exhibition Hall	03-001-000108	New Property Portfolio

### Mike Wardle , IT Director, Grainger plc

“SIS delivered a high quality innovative solution for a major software development project encompassing online payment portals and systems integration. In truth we see SIS as an extended part of our team - they have a similar culture of customer care and professional service delivery.”