



Trócaire donations
made easy with **Nuapay.**

Trócaire, an Irish charity, has been collecting donations to help people in developing countries since 1973. With over 240,000 collections in 2015, Trócaire needed to replace its old direct debit solution with a new flexible direct debit payment solution. Trócaire selected Nuapay because it integrates with its existing IT cloud platform, supports all customer payment channels, and is effective and easy to manage — freeing up IT staff to focus on Trócaire’s day-to-day operations.

TRÓCAIRE’S CHALLENGE

Trócaire’s existing direct debit solution was inefficient and required staff time to manually upload and download files. The donor manager had to be physically in the office to authorise files which was increasingly difficult to support with flexible working schedules. Trócaire needed a flexible cloud solution that would fully integrate with its core customer relationship management (CRM) platform Salesforce.com.

Why are they partnered with us?

The Nuapay integration is **completed in a matter of weeks**

Trócaire staff can now **manage all direct debit donations directly** via Salesforce.

Trócaire has benefited from **fee savings** with Nuapay

IT staff spend **less time on direct debit administration**

“

Previous direct debit approach involved manual steps around reporting Unpaid DDs – now with Nuapay we can see one version of the truth.

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- John Langan,
Trócaire Enterprise Systems Manager

THE NUAPAY SOLUTION

Nuapay’s proven Application Programming Interfaces (APIs) make it easy and fast to integrate direct debit payments with Salesforce.com. All Salesforce.com channels for Trócaire direct debit mandates are supported by Nuapay, regardless of whether customers use a call center, website and paper donation. Nuapay supports direct debit donations in multiple currencies out-of-the-box, which few other providers can support. Nuapay provides a single view for easy management including the ability to query and resolve direct debit issues in real time.

Trócaire’s clients can



KEY BENEFITS

Nuapay integration is completed in a matter of weeks. Trócaire have benefited from fee savings with Nuapay and staff can now manage all direct debit donations via Salesforce. Also, Nuapay integration means that IT staff spend less time on direct debit administration.



Reduced admin effort. Changes made to DECIPLUS are automatically reflected in Nuapay’s direct debit solution.

Automated payment reconciliation. DECIPLUS is automatically updated with details of failed payments.

Saved time and increased ease of use for members (improving the customer value and experience).



About Nuapay

Nuapay is a pioneer of Open Banking and the industry's leading Account-2-Account payment environment. Building upon the trust, scale and experience of our parent company Sentenial – who securely process over €42bn every year as an outsourcing provider to many of the world's leading Banks – we have worked tirelessly to reinvent what's possible from a modern banking and payment solution. Sentenial was founded by our CEO, Sean Fitzgerald in 2003. Today, we offer partners all around Europe a fully comprehensive, integrated payment solution that removes all traditional banking inefficiencies and unnecessary costs, saving time, money and resources at every turn.