

Total Tiles Case Study

Total Tiles

Retail

Challenge

When COVID-19 lockdowns forced Total Tiles to transition to remote working, they faced a significant challenge: how to securely process customer card payments when staff were working from home. The company was processing 25-30 orders per day, but the traditional card payment methods were not secure or compliant for remote work environments. They needed a solution that would maintain business continuity, ensure PCI DSS compliance, and protect customer card data.

Solution

Total Tiles implemented Paytia's secure payment platform, which enabled their remote sales team to process payments without ever seeing, hearing, or handling customer card details. The system allows customers to input their payment information directly via their telephone keypad while remaining on the call with the sales agent. This secure approach completely removed card data from Total Tiles' environment, eliminating compliance concerns associated with remote working.

Results

The implementation had an immediate positive impact on the business. Within just one week, Total Tiles saw their daily order processing increase from 25-30 orders to 45-50 orders per day - an 80% improvement. The time spent on call handling reduced significantly as payment processing became more efficient. Sales agents reported better customer interactions as they could focus on customer service rather than payment administration. The solution ensured that the company could maintain secure operations with staff working from home while complying with all PCI DSS requirements.

"We highly recommend Paytia to any business wanting to enable distributed and remote working whilst removing the risk and uncertainty of a potential data breach, fraud and PCI fines."

— Total Tiles

Implementation & ROI

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Implementation Time

1 week

Return on Investment

80% increase in daily order processing