

Sabre Insurance Case Study

How Sabre Insurance used Open GI's credit card payment application, CreditLine Plus, and forged a new working partnership with Global Payments.

Overview

Long-standing Open GI customer, Sabre Insurance, was looking to work with a payment partner that could offer a scalable and resilient payment solution.

Its objective was to boost its payment processing capability but still be accommodating to consumer requirements. The challenge was to ensure that any switch of card processing provider did not disrupt its already established online payment service.

Sabre Insurance has been using Open GI's CreditLine Plus application for 12 years. CreditLine Plus is an integrated option that works with any of Open GI's policy administration systems. It provides a secure, reliable solution that meets the latest regulation requirements of the Payment Card Industry Data Standard (PCI DSS).

To ensure CreditLine Plus offers best in class service, Open GI collaborates with various key payment partners to ensure both brokers and insurers can select their preferred payment provider. In the case of Sabre Insurance, the choice of provider was cemented after a careful selection process in which Global Payments showcased its strengths. As a result, Global Payments demonstrated it was a perfect fit as the provider's easy online purchasing option met Sabre's business objectives effortlessly.

"We serve a number of clients online, daily, so it is critical that every step of our digital journey is seamless. We want to ensure that purchasing insurance online is easy for our clients. So, when we reviewed our payment provider options that was a fundamental consideration in determining who we wanted to work with."

Jane Walker, Sabre Insurance Company



Benefits

By working with Open GI and Global Payments, Sabre Insurance was able to benefit from:

- secure, reliable platform integrated with its policy administration system for all of Sabre's employees to use immediately;
- no downtime processing client payments;
- a wide spectrum of payment capabilities;

- access to rich real-time data via customer centric portals exclusively from Global Payments;
- increased cost efficiencies, which also included quick processing of any online card refunds;
- a single point of contact within Global Payments, which meant end-to-end processing of transactions would stay with one provider, eliminating the need to speak to multiple contacts.

The difference

By reviewing its business objectives and selecting market-leading payment provider Global Payments, Sabre has been able to future proof its payment processing strategy and will continue to adequately meet the needs of its growing digital customer base.

“We are delighted with the Global Payments platform. For us, the solid disaster recovery and no single point of failure infrastructure were very influential on our decision – reliability was a key factor we wanted from our solution. The customer facing portals are not only extremely easy to use, but also provide us with data in real time.”

Jane Walker, Sabre Insurance Company

“Our mission is to provide an excellent level of support to our brokers and add value in the purchasing process - we are thrilled to have been able to achieve this with Sabre.”

Trevor Bowcher, Global Payments.



opengi.co.uk