Lombardi's Saves Big with Fattmerchant

SOLUTION:
Fattmerchant Payments
Online + Point of Sale

INDUSTRY:
Retail

To learn more about
Lombardi's Seafood,
visit www.lombardis.com

Executive Summary

Lombardi's Seafood, long-standing seafood market and cafe in Winter Park, Florida, has found the perfect payment processing partner in Fattmerchant.

Providing Central Florida with quality seafood for over 50 years, third generation owner Mike Lombardi needed a processor that could keep up with his complex and thriving business.

Not only does Fattmerchant provide the various technology solutions needed for success, Lombardi's has experienced "significant cost savings" in just the few months they have been a Fattmerchant member.

A Better Way to Process?

Third generation owner Mike Lombardi has a lot to think about when it comes to accepting payments for his business, Lombardi's Seafood. Not only is Lombardi's a wholesale seafood provider for local hotels and restaurants, they have a location in Winter Park, Florida that serves as a seafood market and restaurant.

Opening its doors in 1961, Lombardi's has been providing quality, fresh seafood to the Central Florida area for over 50 years. Family owned since the beginning and growing steadily ever since, Lombardi's needed a payments company that could keep up with their unique needs without breaking the bank.

Enter, Fattmerchant. Not only was Fattmerchant able to provide the perfect technology, Lombardi saw significant savings compared to processing companies that he had used in the past.

Technology for Any Situation

Above all else, Fattmerchant is committed to finding the perfect technology solution for any business - regardless of how complicated that might be.

"To accept payments, we currently use a point-of-sale at our retail market, point-of-sale at our cafe, online payments for wholesale clients, and soon we will be doing online ordering as well." With so many distinct areas of business within Lombardi's, the payments needs were definitely unique. The Fattmerchant team, however, was up for the challenge.

"I can tell you the technology team is great. As soon as you call in, you can just ask for anybody and they are glad to help," explains Lombardi. With Fattmerchant, he was able to bring all aspects of his processing under one roof, which was a huge time saver for him and his team.

"I think the best thing with the online platform is just the simplicity of use. You can input a customer's information and it's saved to one place. Plus, the time it takes to actually

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complete a transaction is only a few minutes and it's very simple to do," explains Lombardi. Simplicity of use is essential for Lombardi, as there is never a dull moment in his days. There simply isn't the time to worry about complicated technology or his team having trouble. At the end of the day, the combination of solutions for Lombardi's simply works.

Service and Savings

The merchant services industry gets a bad reputation for being expensive and hard to deal with. This is something that Fattmerchant wanted to change, and has done so with Lombardi's.

"The Fattmerchant team is excellent. Chris on the sales side actually came out to the store and showed us what our savings would have been last year if we were processing with Fattmerchant, which really helped me understand everything," explains Lombardi. Since switching to Fattmerchant from his previous provider, Lombardi has seen truly impactful monthly savings. Although he has only been processing for a few months, he can already envision how these savings will help grow his business down the line.

"We've seen tremendous cost savings so far with Fattmerchant, and obviously that is a very important factor for us," confirms Lombardi, "I can tell any business owner who is looking to save money and have a seamless transition to a new merchant provider that I would recommend them highly."

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Topic of Conversation

Business owners have a lot to think about, and payment processing is often at the top of that list due to the high cost. "I've had many discussions with a lot of business owners that I know personally and the discussion of merchant services comes up all of the time - it's one of the most costly factors that we look at on a Profit and Loss statement every year," says Lombardi. "I can tell you without a doubt that I've referred at least three people in the last 6 months just because of the fantastic savings and cooperation that we've had with Fattmerchant."

At the end of the day, Lombardi's has seen tremendous success with Fattmerchant. Not only do they have all of their technology needs housed under one roof, they are experiencing the savings and customer support that they need to thrive. "Overall my experience with Fattmerchant has been incredible. From the savings I expected to the customer service I expected - I would highly recommend it."

Ready to simplify payment processing at your retail location?

Visit www.fattmerchant.com or call us at (321) 414-5752 to get started!