



FIRST CAPITAL CASHFLOW

IT Farm caught up with **Jo Gibson**,
operations director at First Capital Cashflow.



BEST-IN-CLASS PLATFORM & SOLUTION

With over fifteen years experience in payment processing, **Jo** reminded **IT Farm** that First Capital Cashflow (FCC) was indeed the first cloud-based payment platform in the UK:

“ Back then, it was about establishing a niche position as a provider of bespoke and reliable Bacs processing services. And this still holds true today but to arrive at where we are has required infinite patience, developing a customer service model that was sufficiently robust for our purposes.”



ALL IT RISKS ARE REAL AND NEED TO BE MANAGED

Jo knew only too well that without an unassailable IT infrastructure or proactive support, ever-present cyber threats could impact on the business and their clients:

“ We’d been looking for some time to ramp up our systems and services. In this business, all IT risks are real and need to be managed. With client retention at an all-time high of 98%, we needed the reassurance of an IT provider without any of the connectivity issues which had plagued us in the past.”



First Capital
CASHFLOW

AN ABILITY TO DELIVER AND INTEGRATE

The search for a simple, compliant and secure Direct Debit processing solution which removed the complexity and concern around regulation and IT development, ended with an IT Farm appraisal of FCC:

“Our concerns about downtime were immediately resolved, despite having exactly the same infrastructure. IT Farm’s ability to deliver and integrate new projects, which were developed to complement our existing portfolio, was nothing short of miraculous. So now through our subsidiary, Patient Plan Direct, we’re reshaping the dental plan industry by employing the same IT architecture, ensuring customers don’t experience any loss in service.”

IMPROVEMENTS IN BUSINESS PERFORMANCE

As for improvements in FCC’s business performance, latest figures indicate that there has been no time spent reporting concerns or chasing issues:

“Yes, I’m an operations director,’ confirmed Gibson, ‘but that shouldn’t mean spending hours having to career from one IT crisis to the next. In 2016, we processed in excess of £8 billion on behalf of our clients who deserve a best-in-class platform and solution. IT Farm has made that possible.”

FRIENDLY, KNOWLEDGEABLE APPROACH

“Their service offering, planned project delivery schedule and promise of first-class support was a benefits bundle that addressed all management’s concerns. There’s been a seamless transition from our previous provider; we should have undertaken this initiative a long time ago, instead of accepting a third-class solution.”

Office relocation for FCC also meant their choice of IT provider had proved a blessing in disguise for managing director, **Conrad Broadbent:**

“Moving office was a challenge, because clients demand continuity of service and having cloud-based systems helped when it came to the physical side of the move as there weren’t any large, heavy computer servers or paper-based filing cabinets to shift.”