

Epsilon3 Customer Case Study

SHIFT 4



About Shift4 (NYSE: FOUR)

Shift4 is boldly redefining commerce by simplifying complex payments ecosystems across the world. As the leader in commerce-enabling technology, Shift4 powers billions of transactions annually for hundreds of thousands of businesses in virtually every industry.

STATE-OF-THE-ART SOLUTIONS FOR COMPLEX COMMERCE



Simple

Simplify your payments operations with our end-to-end solution



Secure

Protect your customers' data with ironclad security technology



Scalable

Grow your business exponentially on our global commerce platform



State-Of-The-Art

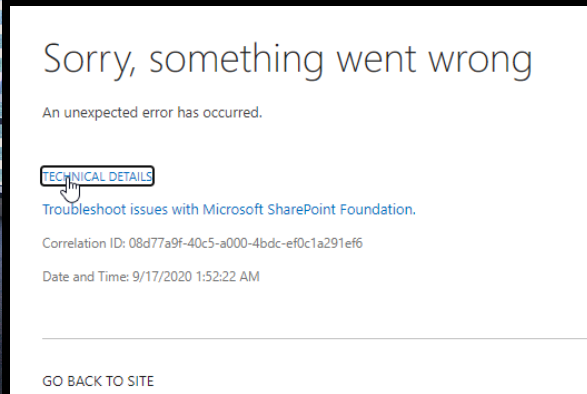
Future-proof your business with the latest payment technology



Smart

Save money with the lowest total cost to accept payments

Shift4's Challenges



- Generic tools like Microsoft SharePoint were not designed to plan and track high-stakes procedures.
- Shift4's team needed a better system to ensure quick, high-quality installations as they grew internationally.
- Shift4's leadership team had to call, text, or email their technicians for progress updates.
- Training new team members is difficult when processes are not standardized and easy to follow.
- Implementing third-party software can be difficult for a payment processing company that must prioritize information security above all else.
- Slow installation and technical support can be extremely costly when you're processing billions of payments per year...

A Global Leader in Financial Technology

25+

YEARS IN BUSINESS

\$260+ Billion

PROCESSED ANNUALLY

200,000+

CUSTOMERS

500+

TECHNOLOGY INTEGRATIONS

5+ Billion

ANNUAL TRANSACTIONS

100+

PAYMENT METHODS

Shift4's Solution: Epsilon3

Epsilon3 enables Shift4 to standardize and optimize critical processes throughout its international operations, from managing hardware and system installations to tracking complex technical issues. Leveraging Epsilon3 to digitize procedure writing and execution allowed Shift4's technicians to streamline their management of complex workflows and communication with other departments. Shift4 now has a secure and scalable system to track its most essential operations. With Epsilon3, they can easily keep stakeholders on the same page and achieve the quality standards required to keep their customers happy.

"Epsilon3 has been huge for keeping all of our procedures organized. It allows our departments to collaborate on a project and ensure successful outcomes. It makes new installs seamless and easy."

— Nicole D'Adam, **Installation Training & Development Manager**



Built by SpaceX, NASA, and Google engineers, Epsilon3 is the first procedure and resource management software for highly innovative and agile teams. Trusted by industry leaders like NASA, Blue Origin, Sierra Space, Redwire, AeroVironment, Commonwealth Fusion, Shift4, and several government organizations, Epsilon3 helps teams reduce errors, boost efficiency, and ensure quality and traceability at every step.

Interested in exploring Epsilon3?

[Click here](#) to schedule a product demonstration.