Chef Works Implements Pay-As-You-Go, Scalable Payment Solution to Meet Business Needs

SequenceShift

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A Case Study from the Retail Industry

Discover how Chef Works implemented a cost-efficient, PCI-compliant phone payment solution with SequenceShift. The rapid Proof of Concept (PoC) and seamless integration with Amazon Connect, along with the elimination of costly agent licenses, address immediate needs while preparing for long-term scalability.

CUSTOMER PROFILE:

Chef Works

Chef Works, a global leader in culinary and hospitality apparel, operates in regions including the U.S., Canada, Australia, and the U.K., serving thousands of customers worldwide. With over 250 employees in the U.S., Chef Works is committed to digital transformation, starting in North America and expanding globally to streamline their contact centers with Amazon Connect.

CHALLENGES:

As part of their contact center transformation project, Chef Works needed to find a PCI Compliant payment solution with operational improvements and global scalability.

Key challenges included:

- **Previous licensing model limitations:** The limited number of customer service reps who could process payments slowed efficiency.

- **Limited scalability:** The scaling of the existing payment solution globally was cost-prohibitive, limiting both growth and efficiency.

- **Inefficiencies in agent workflows:** With incumbent solutions agents had to switch between multiple systems, leading to reduced productivity.

- **Ensuring PCI compliance:** required a robust, scalable, cost-efficient solution for their Amazon Connect contact center digital transformation to maintain ongoing PCI compliance.

SOLUTION:

Chef Works selected SequenceShift's cost-efficient payment solution to meet their needs during the migration to Amazon Connect. The quick Proof of Concept (PoC) enabled an efficient evaluation, and SequenceShift worked closely with Chef Works to integrate the system into their ERP and new phone platforms, streamlining payment processing in U.S. and Canadian contact centers while laying the foundation for future scalability.

RESULTS:

- ELIMINATION OF PER-AGENT LICENSING COST MODEL

- QUICK POC AND SEAMLESS INTEGRATION WITH AMAZON CONNECT

- UNIFIED AGENT EXPERIENCE WITH REDUCED ERRORS

- IMPLEMENTED SCALABLE, PCI COMPLIANT PHONE PAYMENT SOLUTION

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THE CHEF WORKS CHALLENGE

Chef Works looked for ways to improve cost and operations when replacing their existing PCI-compliant phone payment system, which relied on a rigid license-based model. This limited the number of agents who could process payments, leading to high costs and inefficiencies. Agents had to switch between multiple systems, which led to inefficiencies and decreased productivity. Ultimately, the high cost of scaling due to per-agent licenses restricted both growth and cost efficiency.

As Chef Works advanced its digital transformation plans, it became clear they needed a robust, scalable, and cost-efficient payment solution for their Amazon Connect migration. The new solution had to offer global scalability, seamless integration with existing systems, and eliminate the cost and limitations of per-agent licenses. Additionally, it needed to improve payment handling efficiency and ensure ongoing PCI compliance throughout the migration to Amazon Connect.

PARTNER SOLUTION

SequenceShift's PCI compliance solution was the ideal fit for Chef Works, addressing the limitations of their previous license-based system by offering a scalable, cost-efficient PAYG option as they migrated to Amazon Connect. The quick deployment of a Proof of Concept (PoC) allowed Chef Works to evaluate the solution efficiently, providing the confidence to move forward. Chef Works seamlessly implemented the PCI-compliant phone payment system, integrating it with their existing ERP and new phone platform, which helped streamline payment processes across their U.S. and Canadian operations.

The solution enabled all customer service representatives to process payments in a compliant manner without needing individual agent licenses, significantly improving operational efficiency. SequenceShift provided dedicated support throughout the implementation, ensuring the solution met Chef Works' specific needs and was deployed smoothly.

As a result, Chef Works found the best solution for their needs during the migration to Amazon Connect, ensuring PCI compliance while improving payment processing efficiency and setting the stage for future scalability across their global operations.

"Our previous vendor did not offer scalable solutions to what we would need to scale out the product further for the US, Canada, and the other regions. So, we were looking for a better scalable solution and that's where we found SequenceShift."

CALVIN NGUYEN
DIRECTOR OF ANALYTICS AND DIGITAL TRANSFORMATION, CHEF WORKS

"SequenceShift was instrumental in helping us customize the solution around our particular business model. SequenceShift was extremely helpful in helping us navigate the platform and set it up correctly."

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RESULTS AND BENEFITS

Chef Works experienced several key benefits after implementing SequenceShift's scalable, PCI-compliant solution.

By transitioning to a flat fee per transaction (PAYG) pricing model, they eliminated per-agent license costs, allowing all customer service representatives to process payments over the phone. This switch led to significant cost savings, reducing both implementation and usage costs, which was a critical factor in their decision to switch to SequenceShift. It also boosted operational efficiency for agents.

The seamless integration into Chef Works' systems improved agent productivity by unifying platforms and reducing the need to switch between multiple screens, thereby minimizing errors. The setup was efficient, with a fast Proof of Concept (PoC) and a smooth integration with Amazon Connect, ensuring minimal disruption to business operations and maintaining ongoing PCI compliance.

Chef Works laid the foundation for future global scalability by selecting a solution capable of supporting its contact centers beyond the U.S. and Canada. The simplified payment process, now consolidated into a single interface, enhanced both compliance and agent experience, preparing the company for a seamless global expansion while safeguarding customer card data.

FUTURE PLANS

Chef Works has ambitious future plans that align with its broader digital transformation strategy. After successfully implementing SequenceShift's PCI-compliant phone payment solution across its U.S. and Canadian contact centers, Chef Works plans to expand the solution globally. The next phase includes integration into their South African operations, followed by expansion into European and Asian regions.

This expansion is part of a comprehensive roadmap that also includes modernizing other legacy systems, such as their ERP and CRM platforms. Chef Works anticipates that the seamless experience and positive feedback from U.S. and Canadian teams will drive adoption across their global offices.

"PCI compliance has been a big topic, not just in the US, but globally. So we needed a robust and scalable solution to be able to satisfy that compliance. And SequenceShift was able to provide all of that for us.

"Instead of procuring licenses for everybody, everybody would essentially have access to the platform and the ability to customize the product to suit our needs."

"The feedback we have from the end users. They like the new user interface that was able to connect four of the systems together without having to switch between each of those applications."

CALVIN NGUYEN
DIRECTOR OF ANALYTICS AND DIGITAL TRANSFORMATION, CHEF WORKS

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CONCLUSION

The implementation of SequenceShift's PCI-compliant payment solution represents a pivotal step in Chef Works' digital transformation. By transitioning from a license-based system to a scalable flat-fee per transaction (PAYG) model, Chef Works has achieved global scalability while reducing costs, boosting agent productivity, and ensuring PCI compliance.

The seamless integration with existing systems through a unified interface and the solution's readiness for global expansion position Chef Works for sustained growth. With SequenceShift, Chef Works is well-prepared to scale operations while upholding high standards of data security and customer service.

> "Sequence Shift helped protect customer data in a very secure way and then offers an easy-to-integrate platform for companies to use to better safeguard customer information."

CALVIN NGUYEN
DIRECTOR OF ANALYTICS AND DIGITAL TRANSFORMATION, CHEF WORKS

HEAR FROM THE CUSTOMER FIRST HAND
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SequenceShift specializes in PCI compliance, offering phone payment solutions designed exclusively for Amazon Connect users. As an ISV and Amazon Connect Ready partner, we help businesses efficiently meet Payment Card Industry Data Security Standard (PCI DSS) requirements by outsourcing card data handling, significantly reducing PCI exposure.

Our pay-as-you-go, cloud-based service is designed to simplify payment security for contact centers, eliminating the need for long-term contracts and high setup costs. Available globally through AWS Marketplace, SequenceShift provides a flexible, efficient, and secure payment processing solution, allowing businesses to adapt quickly without the complexities of traditional systems.

SequenceShift is a proud technology partner of AWS