HVAC Company Experiences Less Headaches and **Greater ROI** with VizyPay

Lenz Heating and Cooling is a family-owned business that provides HVAC installation and repair services to homeowners in the Des Moines area. Before settling on VizyPay, Lenz worked with three other payment processors.

> *We've had three credit card processors in the past, and we never felt very important. Communication was frustrating to say the least. When we cancelled our previous carrier, they even tried to charge us for equipment that we returned, even though they could see it in their system as received. It took three months to get the credit back.*

Frustrated by poor communication and tired of being treated with indifference, the people at Lenz decided that **VizyPay** was the best credit card processor for their business.

> *The biggest reason for us to make the decision to switch was that we like doing business with smaller businesses like ourselves and companies that have that personal touch. We felt like that was the case with **VizyPay**. When you have a relationship and trust somebody, it's easy to do business with them.*

After switching to **VizyPay**, Lenz enjoyed improved communication, simple and flexible payment processing, and cost savings.

> *The implementation was simple. They basically sent us a link, we logged in, and we were good to go.*

In Lenz's on-the-go line of business, being able to process payments away from the office and without a dedicated terminal made life much easier. When snow or COVID-19 kept workers away from the office, they could continue to process their customers' payments seamlessly.

In addition, Lenz saved 25% on their payment processing fees with **VizyPay**, amounting to $5,500 per year. According to Lenz, though, the lack of headaches associated with **VizyPay** has been better than any cost savings.

VizyPay's average wait time for customer service is under 9 seconds.

<u>Learn more</u> about how VizyPay can help you.

VizyPay