

The GoTo logo is displayed in a bold, black, sans-serif font. A thick yellow horizontal bar is positioned directly beneath the letters 'o' and 't'.

Success Story: PayChoice

“Now with GoTo Connect, we can easily drag and drop sequences, check call recordings, and data. It’s easy to turn on special messages for the holidays or for team trainings. We are now able to much more easily plan as a team and keep our clients informed.”

Tanith Buda

National Operations Manager, PayChoice

PayChoice is a payment gateway and direct debit company based in Melbourne, Australia. Living by their slogan, “Payments made easy,” they help customers set up direct debits, online payment gateways, and real-time payments, all at a competitive rate, with PCI DSS security and same-day support.

Challenge

Growing pains are inevitable when it comes to business expansion. However, as PayChoice grew year on year and when the pandemic hit, the team realized their whole phone system needed an overhaul. The current provider at the time was neither innovating their products nor keeping up with the changing events affecting everyday business life. The admin portal was complicated and the provider’s support was limited in that they didn’t provide outside of hours support when PayChoice needed help the most. “We experienced many issues with our previous provider, including accessing support. It would be one minute past five o’clock and the support lines were closed. This was a big deal for us because we are National, working with different time zones and also working on public holidays. Our team found that the whole system and the service wasn’t keeping up with our business requirements,” explained Tanith Buda, National Operations Manager at PayChoice. That frustration turned to determination to find a better fit for their organization.

“The team has embraced the change and absolutely love the service and user friendliness of the portal.”

Tanith Buda

National Operations
Manager, PayChoice



Solution

When PayChoice discovered GoTo Connect, they were delighted with the many benefits, especially the ease of use, and were surprised that such an innovative system existed with 24/7 support. GoTo Connect’s web-based admin portal allows simple, real-time changes to the Dial Plan, extensions, and company hold music — a drastic improvement from the previous provider. “The phone system that we previously used was old and clunky. Now with GoTo Connect, we can easily drag and drop sequences, check call recordings, and data. It’s easy to turn on special messages for the holidays or for team trainings. We are now able to much more easily plan as a team and keep our clients informed. The team has embraced the change and absolutely love the service and user friendliness of the portal,” said Buda.

The reliability of GoTo Connect is second to none. Should problems ever arise, PayChoice has access to GoTo’s live support team as well as a robust support site with helpful resources. “GoTo has 24-hour support with intelligent, on-the-ground agents who have been incredibly helpful to us.” Additionally, when the team needed to shift to 100% remote work due to the COVID-19 pandemic, GoTo Connect simplified the setup process, empowering their employees to stay productive and do their best work from anywhere. “Previously, we were hesitant to have staff working from home, because we weren’t sure how to set up the phone system and the staff didn’t have access on their mobiles. Now with GoTo Connect, the team has the app on their mobiles and they can easily switch to ‘do not disturb’ if required. Our calls are all recorded so we can still ensure our service is of the utmost quality when the team is answering them from home. It’s been a dream,” shared Buda.



Results

By enabling the team to work productively and securely, GoTo Connect helped PayChoice save valuable time and money. But most importantly, GoTo Connect helped sustain their business operations during an incredibly difficult pandemic. With the emergence of this new efficient remote workforce, PayChoice gained the confidence to grow their business at a time when most companies were struggling to keep their lights on. “This whole experience has really given us the confidence to be able to set up a whole new department based off GoTo Connect. We can see that the product and service of GoTo Connect is innovative and the team really cares. It’s been amazing, easy, and truly a lifesaver. We can see GoTo Connect growing with us,” exclaimed Buda.

GoTo Connect can support your work-from-anywhere strategy.
Call us at 1 (866) 890-8931 to speak to an advisor.

[Learn More](#)