

CASE STUDY

GLOBAL REACH AT A LOCAL LEVEL: LENOVO UPDATES FOR SIMPLE, SECURE PAYMENT PROCESSING



Introduction

As the largest PC maker in the world, Lenovo required a payment acceptance solution that could manage the complexities of compliance, security and integration while scaling to support global payment methods.



Single on-demand payment processing

Lenovo had outdated custom-coded payment systems spanning more than 60 countries. Many were legacy systems from the acquisition of IBM's personal computer division in 2005.

"We felt like we had a horse-drawn Ferrari," says Dennis Culin, director, process engineering and transformation at Lenovo. "We wanted a single, on-demand payment processing system that could deal with multiple currencies and be more affordable and scalable than our on-premise solutions."

After reviewing the available payment acceptance solutions, Lenovo selected Worldpay.

"Worldpay rose to the top," Culin explains. "They're SAP-certified and they are a best-in-class solution. We liked how they could explain to us exactly how their solution worked in our SAP environment. Their experience, reputation and customer service were also excellent."

Worldpay has improved acceptance rates by over 5% compared to the competition.



Protecting sensitive cardholder data

Worldpay fully integrated Lenovo's electronic payment transactions from all call centers and web stores. They also deployed its proprietary tokenization solution to keep sensitive cardholder data from entering Lenovo payment acceptance systems. This reduces the scope and expense of complying with the Payment Card Industry Data Security Standard (PCI DSS).



Rapid conversion to Worldpay processing

As the largest global payments provider, Worldpay B2B Payments was the right partner to step in when a major competitor lost its acquiring license in Japan just before the holidays. From contracting to live, Lenovo was up and processing in two weeks with no interruption to the business. With an integration in SAP, Worldpay made it easy to immediately start processing Japanese Yen, saving the holiday for Lenovo.



Benefits

- Integrates with SAP payments environment
- Unifies global payment processing on one platform
- Simplifies collections
- Reduces operational card acceptance costs
- Supports local, global and multi-currency and alternative payments
- Ensures PCI compliance and reduces audit scope
- Minimizes risk of data exposure during a breach

About Lenovo



Location: Beijing, China

Industry: Technology

Products/Services: PCs, smartphones, tablets

Employees: 55,000

Lenovo has been an industry leader in PCs, but they also make smartphones, tablets and more, driving a total of \$39 billion in annual revenue. The company has grown faster than any other PC provider for four straight years, overtaking its competition to become the global PC market-share leader.



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