Tomorrow’s Reality – Today
Planning for the Unexpected, Integration, Streamlining, Cultural Shift, Process Today, Process Tomorrow and Roadblocks
Tomorrow's Reality – Today
Tomorrow's Reality - Today, Planning for the Unexpected:

Key Quote from Bloomberg: “You can’t get by with just processing payments anymore, you have to be able to deliver to merchants a full solution to help them run their business.”

“Integration”
The neglected word
Have we set the stage, to 'think out of the box', of what future technology could bring, and compare it to the reality of the process we live with today? It has less to do with selling a processing service, bill presentment, modes of payments, or types. It has everything to do with the way we ‘connect' systems together into a comprehensive end-to-end process.

Forrester Report 2016: “The number one technical challenge facing the digital experience leaders is inadequate integration with back-end systems.”
But is it just a technical challenge facing technology leaders today, or could it be your willingness to introduce the “change”?

Source: 2012 Federal Reserve Study & estimates
So – About Our Future:
Is it about PEOPLE, TECHNOLOGY, OR BOTH?

Focusing on “Millennials”:

Source: 2012 Federal Reserve Triennial Payments Study (transactions)
More on “Millennials”:

Millennials Are Not Using Credit Cards
(Millennials use debit)

- No Credit Card: 63%
- 1 Credit Card: 23%
- 2 Credit Cards: 6%
- 3 or more...: 8%
Some Challenges:

1. How soon would you transition from the legacy software 10 + years ago to a newer platform? The “IT” system? Proprietary or outsourced?

2. Gaining Consensus: Don’t do it alone. Become a “partner” with the vendor, in educating the client.

3. Motivation: Do we worry about it tomorrow, or think about this future reality today?

4. **Centralize the Data & Financial Processing**: Eliminates disjointed technologies, streamlines customer service. A unified system keeps the customer with one service experience.
What to Prepare for:

1. Societal Demands; for personalized streamlined Integration, a Cultural Shift in consumer-based expectations. This shift means vendors must be encouraged to work together.

2. New interactions that pave the way for new integrations; through strategic partnerships, and ultimately business consolidations.

3. Rethink the way we 'connect' systems together into a comprehensive end-to-end process.

4. Do we worry about it tomorrow, or think about this future reality today?
So...Not If...But When...

Thank You!

Questions?
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