

Paradise POS Resolves a Partner's Subpar Point of Sale System With Best In Class Solutions

Aaron Hellenga, Merchant Product and Deployment Manager at NCMIC Group Inc., provides his clients with payment solutions from desktop terminals to website integration and gift card solutions. Paradise POS offered a feature-rich, reliable point of sale (POS) system, personal services, and customer support, leading to a valuable partnership.

NCMIC Needed Top-Notch Solutions to Give Their Merchants A Seamless Upgrade

When Aaron needed more confidence in the support and overall performance of the POS solutions he had implemented, he sought out a partner to provide an all-in-one solution to give his merchants the functionality, support, and service they needed. Aaron knew it was time to make the switch when he discovered Paradise not only utilized a payment gateway provider he was versed in but that there was an easy-to-use IOS operating system with the service and support to back it up.

Aaron needed a partner to provide a reliable and robust solution that his merchants could use easily and quickly.

NCMIC |  Professional SOLUTIONS

PARTNER

NCMIC/Professional Solutions

CHALLENGE

Merchants were not satisfied with the current POS solutions

SOLUTION

A reliable partner with complete support and a customizable solution that's efficient and easy to implement.

Paradise POS Delivers the Solution

The Paradise POS team worked with Aaron to understand the obstacles he was facing working with different providers in the past. Paradise POS addressed those issues with an easy, versatile solution customizable to Aaron's merchants' needs. Paradise also offered an open line of communication and training with his clients.

After implementing Paradise POS, Aaron stated, "We now have a POS system that we can feel confident with as far as customer service. Paradise does the menus, training, and more. All we need to do is sell it and they can do the rest."

The Benefits of Working With Paradise POS

Aaron said, "Paradise is easy to use and our merchants like the service they are given. Paradise can login remotely to remedy issues, and always provide personalized service. The after-hours support staff are in-house so you don't have to wait on hold at a call center."

Aaron has seen many benefits since partnering with Paradise POS, including:

- The diversity of merchants Paradise POS can accommodate
- Consistency and efficiency of the solutions
- Having a place to go for help with exceptional service and support
- An easy-to-use system that allows merchants to run their businesses as they want



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“Paradise is always happy to assist in the demo process. It really helps to close the deal.”

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“Paradise is knowledgeable about their system and is willing to listen to us for suggestions for future updates to the system.”

— Aaron Hellenga

Merchant Product and Deployment Manager,
NCMIC Group Inc.



Our family of companies was founded in 1946 by healthcare professionals who wanted more than their insurance options. We've always stayed within that spirit, striving to do the right thing for our customers and community at every opportunity, even when it means paving the way. Whether it's malpractice insurance, business insurance, credit card processing, equipment loans, or other financial and insurance products, we provide healthcare and non-healthcare customers with the thoughtful solutions and services they need to grow their businesses.