

Our focus is on building strong relationships



Top Notch Support Team

Our focus is on building strong relationships and longevity with our partners. Elavon will provide a dedicated Portfolio Manager (PM) to act as your own internal advocate on a broad range of issues. Your PM will take the lead on program initiatives, ensure that you are notified of compliance issues, streamline communication at all levels and serve as a senior escalation point. You simply won't find this level of support with any other major processor. Many of our MSPs have been with Elavon for years and have enjoyed expanding their business opportunities globally as we grow in new geographies. We deliver the same level of loyalty and service to your customers as we do our own, ensuring low merchant attrition.

COUNT ON YOUR PORTFOLIO MANGER TO:

- Develop and execute customized sales/ marketing plans to increase sales volume and revenues
- Create new sales and revenue generating opportunities as appropriate
- Implement strategies that will help your company capitalize on emerging customer and market needs
- Proactively identify and solve complex problems so you can focus on your business
- Build a trusted and loyal partnership with you and your team
- Act as your dedicated sales consultant to ensure your business objectives are met and the performance metrics of your portfolio are maximized
- Prepare proposals and quarterly reviews
- Continuously review MSP/ Merchant landscape and recommend, develop, and implement new and creative approaches to help grow your business
- Collaborate with the product management team regarding new product development and report back new, innovative solutions available
- Provide you with Elavon marketing materials with option to co-brand
- Communicate early and often in regards to training activities, events, sales meetings and Elavon news