# @rrowpayments™

# Northwestern University
## Integrated Payments Management for a Multi-Function, Multi-Campus Institution
### Case Study

*Arrow Payments provides full-service project management of Northwestern University's payment processing systems upgrade.*

> **CLIENT:**    Northwestern University

> **CHALLENGES:**    Transitioning a large, multi-functional, multi-campus institution to a modern, secure, cost-effective electronic payment system without interrupting business processes and while providing for the needs of each specific unit.

> **SOLUTION:**    Departmental discovery and mapping of each merchant. Implementation of P2PE and PCI compliant point of sale devices. Realtime reporting of all transactions. Elimination of physical and digital cardholder data, faxes, paper receipts, and other inefficient reconciliation procedures.

> **OUTCOME:**    **"I have been very impressed with, and thankful for, the commitment and speed with which Arrow Payments has worked to move all of our campus merchants toward compliance with PCI DSS v3.1 while reducing administrative burden in each area. They have done it all – from discovery, identification of key issues, recommended courses of action; to onboarding a new processor and preferred QSA, and providing long-range customer service. The Arrow team has proven to be an invaluable partner, augmentation to staff, and source of real expertise in this space."** - Rich Emrich, Director of Treasury, Northwestern University

## The Challenge

Anyone who has been on the campus of a large university knows that there are multiple avenues for processing payments including the bursars office for processing tuition, dining halls and coffee shops frequented by students and staff, research facilities, alumni associations, performing arts and sports venues frequented by the broader public. With rapidly evolving payments technologies and systems and a disparate financial management structure, keeping all avenues up-to-date with the most secure, convenient, and cost-effective methods for payment processing is a challenge.

## The Solution

The Arrow Payments solution for Northwestern included four phases: Discovery, Solution Development, Implementation, and Support.

In the Discovery phase, the Arrow Payments team of electronic payment experts consulted with individuals in Northwestern's Treasury Office to understand the organizational structure of the institution and its many business units, determine institution-wide goals and needs, and presented a variety of emerging payment technologies.

## The Solution, Continued

During our Solution Development, Arrow presented a variety of state-of-the-art technologies including POS and mobile devices, payment gateways, reporting tools, and assessment automation. Arrow then helped each merchant select the most appropriate technology to optimize data security, financial savings, and work efficiency.

As part of Implementation, Arrow worked with third party vendors on behalf Northwestern to provide a seamless, organized, and well structured transition. Arrow communicated with department leaders, business managers, and Northwestern's IT specialists to ensure that all interested parties acted in unison during switchovers, upgrades, and transitions.

The Arrow Payments team continues to provide support with reporting, reconciliation, and new service implementation. Additionally, Arrow delivers ongoing education and consultation to departments and merchants across both campuses.

## Specific Benefits of the Arrow Payments - Northwestern Partnership Include:

- Compliance with payment card industry (PCI) standards
- Overall reduction in cost of electronic payment processing
- Improved fraud protection
- Reduction in paperwork
- Improved speed in payment processing
- Elimination of redundant technologies
- Streamlined account management
- PCI-DSS scope elimination of vulnerable work stations
- Implementation of P2PE hardware

## About Northwestern University

Northwestern University is a private research university with campuses in Evanston and Chicago in Illinois, United States, as well as Doha, Qatar. Composed of twelve schools and colleges, Northwestern offers 124 undergraduate degrees and 145 graduate and professional degrees. Northwestern is a large research university with a comprehensive doctoral program and attracts over $550 million in sponsored research each year. Northwestern is also a founding member of the Big Ten Conference and the Northwestern Wildcats compete in 19 intercollegiate sports.

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