



CASE STUDY

HDDPlus Inc

A Corpay Payments
Customer for Over 8 Years

HDDPlus is an industrial equipment wholesaler located in Montreal, Canada. Their vision centers on ensuring the highest levels of customer service are met at all times, even after a project is completed. They pride themselves on fair, accurate and upfront pricing, and their reliability.

Challenges

When HDDPlus initially embarked on their payments and foreign exchange journey, the process they were introduced to by their legacy provider was time consuming, and inefficient, as all their tasks had to be executed manually. Funds had to be moved to multiple accounts in order to execute transactions in particular currencies, and lengthy in-person visits to the provider's brick and mortar offices were the norm. Having done business with American suppliers since their inception,

they were accustomed to clunky processes and although they realized it wasn't a sustainable way of conducting business they found themselves building both the manual resources and higher expenditure into their bottom line. HDDPlus advised Corpay that their legacy provider didn't go out of their way to support them with recommendations for process improvements, opportunities for cost savings, or provide them with market commentary. They knew they needed a new provider, one with affordable and transparent pricing, and a more simplified, efficient and easy to use solution.



Solution

Corpay's award-winning online trading platform was able to help introduce HDDPlus to the convenience of making transactions at their leisure. The system enables them to book and respond to market changes when needed, as Corpay's intuitive Cross-Border online trading platform provides 24/7 access. Features that have been of particular help are the robust reporting tools, allowing them to see past transactions and export summaries, as well as beneficiary template management, which allows HDDPlus to take advantage of a quick and easy way to create and upload information on their entire suite of clients.

HDDPlus knows that Corpay's technology is only as good as the dedicated teams who support it, including representatives who are available around the clock, responding quickly and providing assistance and excellent customer support where required.

One of the things that HDDPlus finds a great amount of value in are the reports and market updates they receive before their offices even open in the mornings. Corpay's experienced teams stay on top of markets, providing updates on rate movements, as well as acting as a reliable sounding board for the HDDPlus business.

“Corpay has made my life easier in regards to trading with foreign suppliers.

The solution has been wonderful, saving me time and creating conveniences for our team. I have encountered very few problems with the service, and certainly have never had an issue that wasn't quickly resolved by account representative. I have nothing to say that's negative; I've received such a high level of service from both my dedicated team and the company as a whole. We've never explored the possibility of working with any of Corpay's competition.”

Sophie Jobin
CEO | HDDPLUS INC