

Field Support

The merchant onboarding process is followed by the process of installation of terminals which is done through field support. Field service management typically involves dispatching technician, workers or contractors to a location outside company premises to install, maintain or repair equipment, systems or assets. In addition, these professionals manage the team, assign tasks, prepare reports, and maintain customer relationships. Field service managers keep track of an organization's field resources, troubleshoots and coordinate the work of field service practitioners who deliver skilled, specialized and proprietary services to clients. Plada has successfully created a national front line support team to provide clients with seamless support.

Field support is used in Installation of the terminal, De-installation and management of terminal base, Collection of KYC documents, Collection of NACH, POP (Point of Presence) Deployment, Brand promotion activities & other marketing activities, Training & Roll delivery and POS AMC. The Company combines the right people, industry standards, process driven methodologies and industry leading tools to deliver custom managed service solutions.

- a. **Installation and Setup:** When a merchant signs up for merchant acquiring services, the acquiring company's representatives visit the merchant's location to install and set up the necessary payment infrastructure, such as POS terminals or online payment gateways. They ensure that the equipment is properly configured and integrated with the merchant's systems.
- b. **Training:** Field support teams also provide training to the merchant's staff on how to use the payment equipment and software effectively. They educate them on transaction procedures, troubleshooting common issues, and maintaining security standards. This ensures that the merchants can smoothly operate the payment system and resolve any minor issues on their own.
- c. **Maintenance and Repairs:** In case of equipment malfunctions or technical issues, field support teams promptly respond to merchant requests and provide on-site maintenance or repairs. They may replace faulty equipment, upgrade software, or troubleshoot connectivity problems to minimize downtime and ensure uninterrupted payment processing.
- d. **Upgrades and Enhancements:** Field support teams stay up-to-date with the latest advancements in payment technology. They assist merchants in upgrading their equipment or software to take advantage of new features, security enhancements, or regulatory compliance requirements.