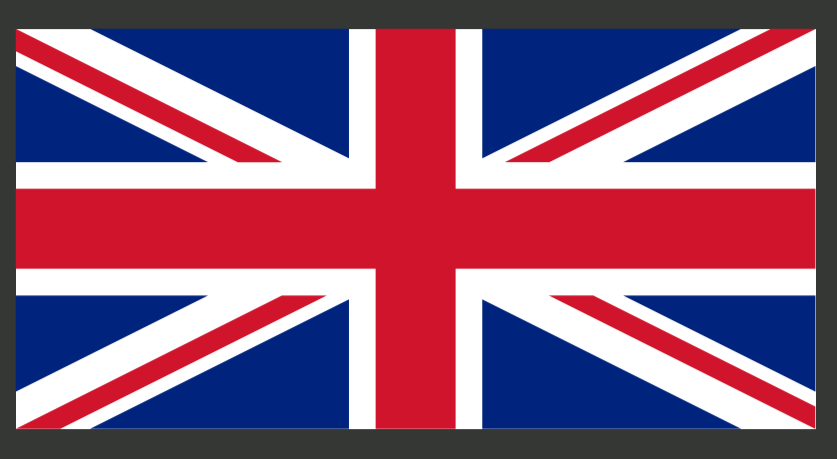


Optimising payments performance in the UK



Infographic

This infographic will outline key payment challenges, important factors for optimisation and steps to improve payments performance in the UK.

Optimising payments performance is an important process for all businesses to undertake.

78% of payment professionals working in the gambling industry

76% of payment professionals working in the retail industry

believe that innovation is more important than performance in payments.

79% of payment professionals based in the UK

favoured innovation. Although it is highly important, this infographic will demonstrate why performance should be prioritised.

73%

Despite these challenges, 73% of payment professionals working in the UK are excited to learn more about improving payments performance. Payment knowledge is essential, but it is integral to have the following steps in place for optimisation.

Payment challenges:



Fraud and security risks



Increasing customer demand



Integrating touchpoints

50%

Payment professionals can recover up to 50% of lost revenue if they commit to optimising their payments performance.

Most important factors for optimisation:



Efficient processing through gateway



Analysing decline codes



Analysing fraud data to set better rules

Steps for improving payments performance:



Align teams' KPIs with commercial objectives.

Our research demonstrated that only 19% of British payment professionals would say that their personal or team KPIs support commercial goals. Aligning objectives will help drive unified business development.



Implement data insights more effectively.

Just 29% of payment professionals in the UK say that their use of data to inform decisions is good or excellent. In-depth analysis of data can help monitor and overcome security risks.



Create agile and scalable payments culture.

It is important to remain flexible and reactive whilst planning for future growth. Aim to provide a scalable payments infrastructure that will accommodate the implementation of long-term business goals.