

Client Case Study: Priority Software

Increases annual revenue by 115% using CSG Forte's integrated solutions

The Challenge

Prior to its acquisition by Priority Software in 2018, Acclivity began as a company that focused on building accounting software. Acclivity's growth was significantly hampered by an inability to accept credit card and ACH transactions. As they began more offering more products, their payment needs evolved and became more complex. Feeling the burden of maintaining PCI compliance, they needed an integrated solution to minimize their PCI scope and a partner to support their growing business.

The Solution

Since 2003, CSG Forte has helped Priority solve myriad issues with varying levels of complexity. As payment needs became more complex, CSG Forte worked to deliver fast, secure and scalable solutions with one point of contact and integration. Through CSG Forte, Priority is able to offer different pricing models to fit their customers' needs. Additionally, merchants are able to process payroll and make vendor payments via ACH. Priority's recurring billing process is built on top of CSG Forte's solution, leveraging integration for recurring billing. All transactions run through CSG Forte's backend AGI solution, whether it is a single or recurring transaction.

Priority's AccountEdge uses both the back-end AGI solution and front-end Secure Web Pay (SWP) checkout to handle payment transactions. The SWP checkout redirects customers from AccountEdge to CSG Forte's secure site, where payers can input their

preferred payment methods. CSG Forte tokenizes the sensitive card information and never stores customer card or bank information. By leveraging CSG Forte's SWP checkout and AGI solutions, Priority's PCI scope has been drastically reduced.

CSG Forte has also been instrumental to Priority's growth through its elite customer service and tech support. As their business grew, CSG Forte was there for every issue and integration. Integrations can require maintenance and updates, but CSG Forte has provided support by giving ample time in advance of major updates and supporting upgrades.

The Results

As a direct result of their relationship with CSG Forte, Acclivity was able to be acquired by Priority.

"We would not be in position to be acquired by Priority Software had it not for our partnership with CSG Forte, which has powered our growth and success over the past 17 years," says Scott Davisson, Priority U.S. Managing Director. By using CSG Forte's unified solution, Priority was able to process 1.7 million transactions in 2023, totaling \$497 million in total volume. They have also seen year-over-year growth, for 43% growth over the past four years.

Learn more about how you can increase your revenue and simplify payments with CSG Forte as your payment solutions partner at [Forte.net](https://forte.net) or by calling 866-290-5400.



The integration with CSG Forte's tools created a seamless solution. Integrating with CSG Forte quantifiably saves time and creates a better customer experience.

Scott Davisson
Priority U.S. Managing Director

