

Built to Last— NCMS + CSG Forte

How a 26-year partnership delivers stability, security and innovation in a rapidly evolving payments landscape.

Company Overview

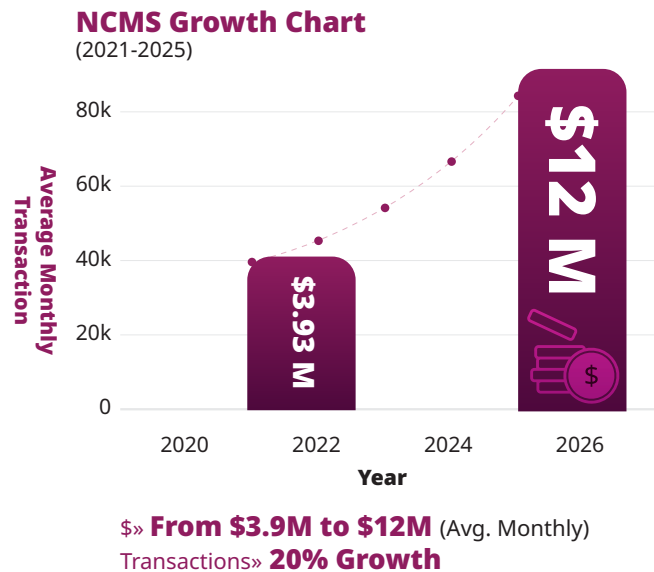
National Cash Management Systems, Inc. (NCMS) has been a trusted leader in the payment processing industry since 1998. Over the decades, NCMS has built a solid reputation for delivering stable, secure, reliable payment solutions to a diverse range of clients, including large public companies and organizations with complex financial needs. The organization's commitment to innovation and customer service has positioned them as a go-to partner for businesses seeking peace of mind in their financial transactions.

NCMS and Forte collaborated for 26 years, forging a proven partnership that delivers reliable solutions to merchants nationwide. CSG Forte is a leading payment technology provider, offering secure, scalable, innovative transaction processing for organizations of all sizes. Forte empowers businesses to streamline operations and adapt quickly to evolving industry needs by integrating advanced payment capabilities and robust security standards.

The Challenge:

Industry instability undermined merchant confidence

RNCMS founder Scott Lewis's decades in the payments industry have been marked by a recurring challenge: instability among payment processors.



"I can't tell you how many processors went belly up on a merchant, and the merchant's money would be gone," he recalls. This unreliability created anxiety for merchants, who often took extreme steps to safeguard their funds. "It was common for them to have multiple processors for redundancy," Scott explains. "It was a mess—more complexity, more inefficiency and more risk."

This environment eroded merchants' trust in their payment partners, and frequent processor changes disrupted operations. "You saw it all the time—a merchant switching because one processor could handle a feature while another couldn't. Then, when their needs shifted again, suddenly the merchant had to move to a more robust platform," Scott said.

Drawing on deep industry expertise, NCMS offers a consultative approach to guide merchants—from small- and medium-sized businesses to enterprise organizations—through payment decisions with clarity. They help define efficient channels and integrations that simplify operations, enhance security and reduce PCI compliance scope. As the industry consolidates and client demands for simplicity and security grow, the need for a stable, single-source solution has become increasingly urgent.

The Solution:

Confidence that comes from seamless, secure payment solutions

NCMS responded by focusing on building that stability for its merchants by partnering with a complete payment processor. Forte has been there every step of the way. “The biggest benefit of Forte is that they are a single source complete source payment processor,” Scott said. By partnering with Forte, NCMS gained access to a platform that continuously innovates and integrates new payment processes, ensuring clients benefit from the latest advancements in payment technology.

NCMS’s commitment to customer service is evident in their approach to onboarding and support. “We’re always looking for ways to make things easier for our clients,” Scott said. “Whether it’s integrating new payment methods, streamlining reporting or providing hands-on training, our goal is to help merchants focus on their business, not their payment processor.”

The partnership with CSG Forte strengthened NCMS’s stability and credibility. “CSG is the best thing that ever happened to Forte, for many reasons,” Scott said. “But the biggest one is that CSG is a public company.” The corporate backing CSG brings to the partnership has allowed NCMS to offer a robust, reliable solution that meets the evolving needs of merchants, supported by the resources of a massive international company.

The Results:

A single-source strategy that delivers

The strategic focus on stability and innovation has paid off for NCMS and its clients. Customer trust and satisfaction have grown as NCMS facilitates a secure, adaptable solution that keeps pace with industry changes. “Really not a month goes by that Forte is not trying to improve their product line,” Scott said. “They’re innovative, always integrating new payment processes within their platform.”

Payment card industry consolidation has made NCMS’s experience and insight even more valuable, enabling the company to serve diverse client needs with confidence. “In many cases, even some of our larger clients used to say they needed multiple processors because no one processor could do everything,” Scott said. Today, NCMS’s single-source solution backed by Forte means merchants can rely on one partner for all their payment needs, reducing complexity and risk.

NCMS’s focus on stability, innovation and continuous improvement over its 25-year history has made it a go-to leader in payment processing solutions for merchants of all sizes and types. The partnership with Forte has provided support and solutions to help NCMS meet the evolving needs of their clients. “That stability is something merchants in today’s fast-moving landscape really look towards Forte for,” Scott said.

“One thing you don’t want to do as a merchant is worry about your processor. With NCMS and Forte, you don’t have to.”
—Scott Lewis,
NCMS President and CEO

Ready to simplify your payments and unlock lasting peace of mind?

Discover how NCMS and CSG Forte can deliver secure, innovative payment solutions tailored to your business. Contact us today to learn how you can future-proof your operations and focus on what matters most—your customers.

Contact Us Today