

Smoother, safer credit card processing improves customer experience, reduces expenses for premier auction house Sotheby's



Client

Sotheby's, the world's largest publicly traded fine arts auction house.

Challenge

Improve customers' online purchasing experience. Reduce information technology (IT) costs and dependence on internal staff resources.

Solution

Paymetric XiPayNet™ on-demand credit card processing service, integrated with Sotheby's SAP R/3 system.

Bottom Line

Customers get additional ways to pay for purchases; accounts receivables days decreased; internal IT costs dropped; data security improved; future scalability much easier and less costly.

Put that Picasso on my credit card, please

Sotheby's, the world's largest publicly traded auctioneer of fine arts, held its first auction in 1744 in London, England. Sotheby's has grown to 100 offices around the world and posted \$664 million in revenue in 2006. Today, its brand is synonymous with art, sophisticated taste and luxury.

To enhance its venerable presence in the world of upscale shopping, Sotheby's needed to expand the capabilities of its virtual auction catalogs, and e-commerce purchase and payment options.

Sotheby's homegrown credit card processing system no longer met the company's needs. It lacked scalability, posed maintenance problems, didn't meet the latest security standards, and was increasingly costly to maintain in both dollars and internal manpower.

Sotheby's wanted a long-term, flexible solution for its e-commerce platform that worked with its SAP R/3 system. **The new solution had to:**

- Minimize capital expenses, internal IT resources and maintenance,
- Comply with industry security standards (PCI-DSS), and
- Provide an integrated interface with merchant accounts and a SAP-hosted landscape.

Paymetric had the winning package to answer Sotheby's call - XiPayNet.



What is XiPayNet?

XiPayNet™ is an on-demand, web-based service for companies seeking to manage, accept, and integrate payment card transactions in their enterprise systems and business processes.

Don't drop that Faberge' egg, or that credit card transaction

XiPayNet consolidates credit card processing requests through a single SAP-certified interface. It then links Sotheby's to clearinghouses for credit card processing and displays results directly in SAP's enterprise resource planning (ERP) solution. Payments get authorized in real-time.

Because XiPayNet is an on-demand Web service, no applications must be installed or maintained locally. This option allowed more rapid implementation at lower cost than an on-premise installation of software. Sotheby's has no hardware to maintain, no software licenses to renew and no database maintenance to perform.

Champagne solution produces sparkling results

Today, Sotheby's e-commerce solution allows customers to pay for their expensive paintings and rare wines online in full security, with seamless processing.

With XiPayNet, the auction house expanded credit card payments into additional sales channels. Profitability improved as accounts receivables days decreased. Previously unused functionality in the company's SAP system is now more fully utilized.

XiPayNet was implemented in record time, freeing Sotheby's staff to research fabulous jeweled eggs instead of credit card processing functionality.



How XiPayNet Works

XiPayNet allows enterprise systems to accept and integrate credit card payments by providing:

- **Authorization:** XiPayNet provides the bridge between SAP R/3 and credit card processors to authorize a transaction
- **Settlement:** Nightly reports help reconcile deposits with transactions
- **Data Protection:** XiPayNet is hosted in Paymetric's datacenter, which is certified to the Payment Card Data Security Standard for protecting stored credit card information.

About Paymetric

Paymetric provides innovative software for managing, protecting and integrating payment card transactions in enterprise systems, most notably SAP.

For more information:

Visit the Paymetric Web site at www.paymetric.com

Learn more about Sotheby's at www.sothebys.com