

RP Solutions continues to monitor the spread and impact of COVID-19 and adapt our operations in response to the ongoing pandemic. Most importantly, the health and safety of our employees and the continuous support of our customer's payment processing operations are our top priorities.

Employee Safety

All RP Solutions employees have the ability and necessary infrastructure to work from remote offices. Our employees currently have the tools and resources they need in their home offices to continue customer communication, support, and outreach without downtime or service interruption.

To minimize potential exposure and risk to our staff, we have chosen to allow for the majority of our staff to be able to work remotely from their homes. This is facilitated by the use of laptops, cloud-based software tools, and a VOIP phone system. We plan to continue this mode of operation until the government recommends a return to normal activities.

Customer Support

We understand that for most of our customers, the software and support that we provide is mission critical and we take very seriously our commitment to provide the best customer experience possible. We have been operating this way since the start of COVID-19 and continue to do so today. We do not anticipate any interruption to our daily business operations and customer support activities. As such, our business hours and communication methods remain the same.

We have at this time suspended all business travel, including customer visits, conferences, sales appointments and in-person partner meetings in order to keep our employees, clients, and partners safety our first priority. For the time being, we are replacing these meetings with conference calls and web-based demonstrations. With our cloud-based TPS Platform we are able to continue to onboard clients as usual, as everything is managed virtually, including the training.

RP Solutions is committed to continuing to provide an exceptional customer experience and full payment processing support throughout this unprecedented global health event. Please do not hesitate to contact us if you have any questions or concerns.

Utilizing TPS to Support Your Remote Staffing Needs

Should you need to remotely staff your team during this time, TPS allows you to do so. As TPS is a cloud-based solution, it allows for the reduction of on-site payment processing staff to just those performing mail prep and scanning. The remainder of your process can be done with operators or managers logging in to the browser remotely, from any computer. Should you have immediate questions about converting to the TPS Platform, please contact info@rpsolutions.com.