



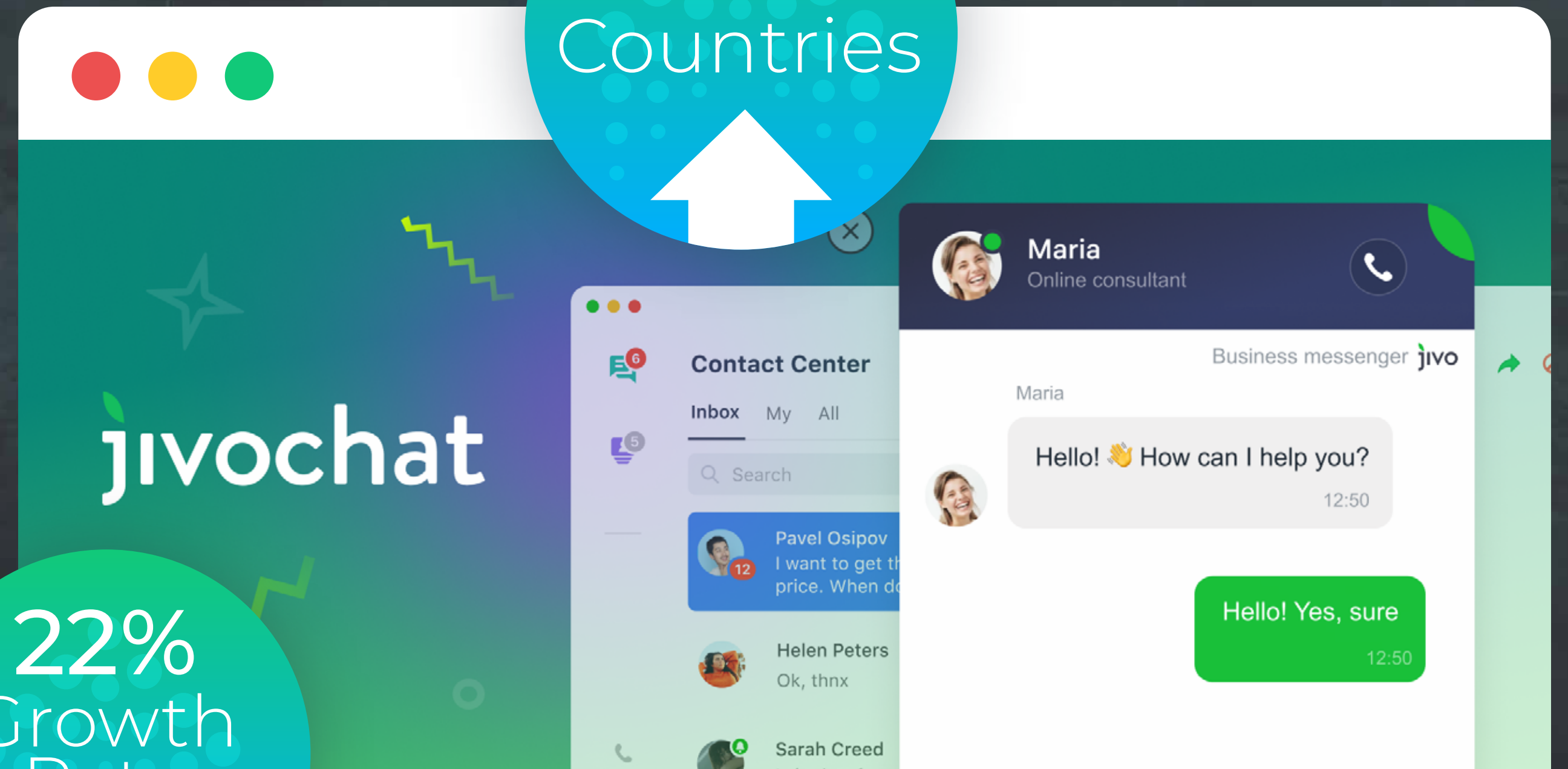
VERIFONE CLIENT SUCCESS STORY

jivochat

JivoChat Experiences  
Revenue Uplift,  
Enhanced Customer  
Loyalty, and Global  
Reach with Verifone

143  
Countries

22%  
Growth  
Rate



2Checkout is now  
**verifone**<sup>®</sup>

[www.2checkout.com](http://www.2checkout.com)



**Oleg Gumerov**  
CEO JivoChat



The support that we received has been exceptional, and regular business overview meetings have provided valuable insights that can be put into action. Since integrating with the 2Checkout Platform, our business has expanded its reach exponentially. With their extensive global network, we can now effortlessly sell our products and services in over 140 countries. We no longer worry about payment-related issues, chargebacks, or fraud, as their robust system takes care of it all.



**Customer:**  
JivoChat

**Vertical/ Industry:**  
Live Chat Software & Customer  
Communication Solutions

**Website:**  
[www.jivochat.com](http://www.jivochat.com)



**Target:**  
B2B

**Company Size:**  
SMB

**Benefits & Results:**

- ✓ Expanded globally to over 143 countries with localized payments
- ✓ Increased overall sales in top countries (over 22% increase)
- ✓ 10.19% retained revenue with 2Checkout's Revenue Recovery Tools

**Verifone Solution:**



2Checkout Monetization Platform  
| MOR Model

## Context

JivoChat, a leading live chat software provider, aimed to tap into international markets while delivering a smooth and satisfying experience to their customers.

Their main objectives were to provide payment options that suited each region, retain more customers, streamline recurring billing processes, and obtain essential business insights through better reporting.

To overcome challenges and achieve global growth, JivoChat partnered with Verifone, a trusted payment solutions provider.







## Solution & Results

After one year of using the 2Checkout Monetization Platform from Verifone, improvements were clearly visible in multiple areas:

- ✓ Global expansion into over 143 countries, with localized payment processing provided for customers from different regions in order to purchase their products conveniently. As an example, since implementing Indian local processing, JivoChat experienced a 21% increase in processed orders in India;
- ✓ Reduced declined authorizations by leveraging 2Checkout's comprehensive suite of Revenue Recovery Tools. Consequently, JivoChat saw 10.19% retained recurring revenue;
- ✓ Impressive yearly growth rate of over 22% in their top 5 target countries;
- ✓ Streamlined subscription management and enhanced customer loyalty;
- ✓ Advanced reporting and analytics tools for valuable insights into their business performance.



### About: JivoChat

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JivoChat is a company that provides live chat software and customer communication solutions. It is primarily focused on the Software-as-a-Service (SaaS) industry and offers its services to businesses in various sectors and verticals. JivoChat's software can be utilized by businesses operating in eCommerce, retail, hospitality, travel, education, healthcare, and other sectors where customer communication and engagement are crucial.

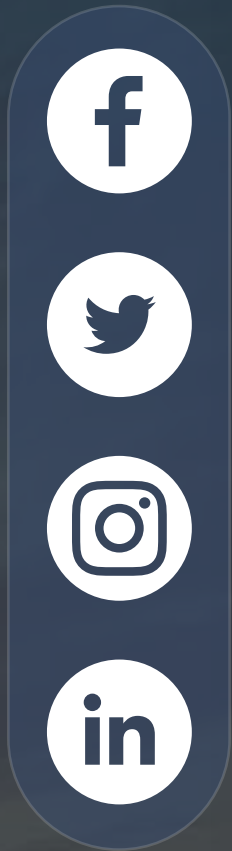
For more information, visit <https://www.jivochat.com/>

# About 2Checkout (now Verifone)

Verifone is omnipresent in omnichannel - no matter where you are in the world, no matter where you are with your customer journey. We revolutionize commerce. We make it happen. Simply. Everywhere.

Our leading all-in-one monetization platform allows businesses to quickly expand internationally and optimize recurring revenue streams across channels, by simplifying the back-end complexities that modern digital commerce creates.

Get more information at [www.2checkout.com](http://www.2checkout.com)



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