



FOR IMMEDIATE RELEASE

## **SiteLink Software Enhances Cloud Solution for the UK Market** **SiteLink meets growing needs of the UK's self-storage industry**

**Raleigh, N.C. July 20, 2017** — SiteLink, the global leader in cloud-based software and payment processing for storage operations of all sizes, has enhanced its UK product after adapting the software and dedicating customer service to the United Kingdom (UK). Building on its many years of service to the UK's self-storage industry, SiteLink released its cloud software for the UK to deliver secure, built-in credit card payment options, dedicated support and ready-to-use website integration including online payments, reservations and rentals.

### **Highlights**

- SiteLink implemented feedback from its UK clients and the Self Storage Association UK (SSA UK) to meet localised market requirements
- Dedicated UK Account Managers provide prompt, personal attention
- Integrated payments at stores and on websites streamline collections, lower credit card processing fees
- Owners launch online payments, reservations and rentals with SiteLink's ready-to-use website module
- SiteLink commits to support the SSA UK

### **Dedicated Account Managers, tailored customer service for the UK**

SiteLink consulted its user base to localise and adapt SiteLink to the UK market's business structure. Dedicated Account Managers Amird Caballero and Markus Hecker and the service team supporting UK operators handle more than just training and support. "*SiteLink has listened to the needs of Smart Storage,*" says Mike Wilson, Managing Director of [Smart Storage Ltd](#), "*and they've expanded their SiteLink Merchant Services to better serve the UK market.*" Smart Storage has locations in the North West and offers a variety of storage solutions, including commercial and personal storage, document shredding, drive-up units, packaging supplies and more.

### **New payment integration offers online transactions in the UK**

SiteLink's partnership with payment processing leader [First Data Corporation](#) brings secure online payment capabilities to stores and websites. The seamless integration



improves customer service and reduces credit card processing fees and hassle for owners to open and manage their account.

The convenience of online credit card payments has allowed owners to strengthen their competitive position and speed up collections.

*"We are delighted to be helping SiteLink achieve its objective of delivering added value to its members," says Raj Sond, General Manager, First Data UK. "Businesses often don't realise they have a choice in who they choose for their payment acceptance services. At First Data, electronic payments are all we do—and we focus on helping our customers turn payment acceptance into increased profitability."*

### **SiteLink joins Self-Storage Association UK (SSA UK)**

SiteLink has known and worked with SSA CEO Rennie Schafer for years in Australia and New Zealand. *"We are delighted to build on that relationship by joining and supporting the [SSA UK](#)," said Ross Lampe, SiteLink's President. "We look forward to many rewarding discussions with other members of the SSA UK community."*

### **Service hours**

SiteLink's offices are closer to UK users than those in the Western part of the USA and understands how to service a global client base. *"The SiteLink team has been incredibly responsive and always offered prompt, quality support," said Alison Hooley, Finance Manager at Smart Storage Ltd. "They have been a great resource for helping us launch the products we wanted in a cloud system, including integrated online reservations, electronic signature capture and document storage."*

### **Learn more**

Learn more online about [SiteLink Web Edition self-storage management software](#).

Visit the SiteLink website to discover more on [SiteLink Merchant Services](#).

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### **About SiteLink**

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Founded in Raleigh, North Carolina in 1996, [SiteLink](#) leads the industry in cloud-based and Windows [self-storage management software](#) globally, and built-in, [in-house payment processing](#). Client base feedback, the industry's largest, and continued innovation result in the fastest, fewest clicks and most modern interface. Profit tools, integrations, quality service and regular updates make SiteLink the favorite of single and multi-store operators, including most top 100 operators. Stores with fewer than 250 units enjoy [special bundle pricing](#). As the leader in website integration and payment processing, SiteLink offers online marketing, reservations, rentals and payment solutions. Built-in [electronic signature and document management](#), TOTAL CRM, [revenue management](#), TeleTracker phone integration and [text messaging](#) boost profits. More than fifty [SiteLink Marketplace](#) partners like [web designers](#), [call centers](#), [kiosks](#), [insurance](#), [access systems](#) and [listing services](#) deliver tighter integrations with SiteLink vs. other software. [PCI Level 1 & SOC 1 Type II Certifications](#) and industry-first OneSupport deliver software and payment processing support under one roof.

### **About SiteLink Merchant Services**

[SiteLink Merchant Services](#) is a payment processing solution integrating seamlessly with SiteLink's best-in-class self-storage management software. The all-in-one solution allows SiteLink to add unique payment features to lower rates, streamline the daily close and save accountants time. Users love SiteLink's automated tools to verify credit card transactions and flag problems. SiteLink Merchant Services also process bank drafts (like ACH and EFT), provide consolidated statements and a single deposit for all credit card brands. SiteLink maintains the highest level of data security, [PCI DSS Level 1 & SOC 1 Type II Certification](#), and can help you meet the required PCI-compliance mandate. SiteLink Merchant Services has more than 3,000 customers.

### **About First Data Corporation**

First Data (NYSE: FDC) is a global leader in commerce-enabling technology and solutions, serving approximately six million business locations and 4,000 financial institutions in more than 100 countries around the world. The company's 24,000 owner-associates are dedicated to helping companies, from start-ups to the world's largest corporations, conduct commerce every day by securing and processing more than 2,800 transactions per second and \$2.2 trillion per year.

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