

CUSTOMER CASE STUDY

CCV strengthens its connectivity portfolio with professional services

From proposition to portal: relaunching CCVnet with full-service expertise, support and automation.



Connect · Professional Services
gomomentum.eu

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01 Summary

Payment terminals are de facto connected to the internet: a poor connection creates operational problems and reduces retail turnover. CCV's answer was CCVnet — a single, reliable infrastructure with one contract and one supplier. Six years after its launch, the service needed revitalization in a market with considerable competition, while in-house knowledge and expertise had thinned out.

CCV turned to Momentum for advice and project management, as well as a refreshed value proposition for the portfolio. Together they shaped 'CCVnet 2.0', a launch strategy and full-service technical expertise.

KEY TAKEAWAY

The partnership enables CCV to provide a full range of high-quality connectivity solutions while maintaining strong service and support standards — built on clear communication and smooth project execution.

Momentum set up and optimized the connectivity solutions, took on first and second line support for CCV's customers, and built a portal for training and supporting sales and customer-service employees in their daily work.

The result: a successful launch and roll-out of a connectivity portfolio, delivered with first-rate technical support — and a collaboration characterized by a client-focused approach.

02 CCV in general

CCV, a Dutch family business and market leader in electronic payments, provides payment solutions for businesses in 15 countries. It offers a wide range of services, including PIN and online payments, fixed point-of-sale systems and mobile payment terminals, all backed by service and support.

CCV has driven key innovations such as PIN payments, the OV chip card, loyalty programs, contactless payments and the first webshop with an integrated payment platform.

KEY TAKEAWAY

A payments market leader whose terminals depend on reliable connectivity — making a strong connectivity portfolio a strategic asset.

1958

FOUNDED

15

COUNTRIES

1,000+

EMPLOYEES

137K+

CUSTOMERS

03 The challenges

A strong service, thinning expertise

Revitalizing an existing service in a new environment with considerable competition — but lacking the in-house knowledge and expertise to do it alone.

- 1** As Commercial Product Managers, the team lacked up-to-date insight into data connectivity and its potential — with rapid developments like VoIP, they needed clarity on related services, pricing, competitors and unique selling points.
- 2** The service desk no longer had up-to-date knowledge: despite written-out scripts, it could not always give customers the support they needed.
- 3** The sales team struggled to bundle connectivity, payment and maintenance services efficiently.
- 4** A major internal project meant management wanted to outsource more elements — including sales tools, automation and the back-end delivery system.

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We lacked up-to-date insight into data connectivity and its potential. With rapid developments like VoIP, we needed clarity on services, pricing, competitors and unique selling points. We turned to Momentum for guidance.

Paul Kerkhof

BUSINESS DEVELOPMENT
MANAGER, CCV

KEY TAKEAWAY

Relaunching a connectivity portfolio takes more than technology: it needs current market insight, trained support and sales enablement.

04 The solution

Advice based on knowledge and expertise

In collaboration with CCV, Momentum refined the 'CCVnet 2.0' value proposition, created a launch strategy and provided full-service technical expertise — alongside advice and project management for the entire program.

First and second line support

Momentum took on first and second line support for CCV's customers on the new data connectivity portfolio — including training — restoring the support standards the service desk could no longer sustain alone.

Order and sales support based on a portal and automation

Momentum developed automated systems and a portal that enable fast, simple upselling and cross-selling in just four steps, while also managing the tooling, automation and technical integrations behind it — plus a portal for training and supporting sales and customer-service employees in their daily work.

KEY TAKEAWAY

Proposition, launch strategy, support and automation delivered as one professional-services package — so CCV could focus on its core payments business.

05 So, what's the result?

CCV successfully launched and rolled out its renewed connectivity portfolio. Customers receive current data and connectivity services based on first-rate technical support, with first and second line support in place.

CCV also has a technical migration plan, supplier support and new modem firmware, and has introduced a new process for handling order intake and technical support visits. Sales and customer-service employees are trained and supported in their daily work through the portal.

The collaboration between CCV and Momentum keeps growing stronger — characterized by clear communication, smooth project execution and a client-focused approach.



Momentum provides a full range of reliable, high-quality connectivity solutions, backed by clear communication and strong, consistent support.

Paul Kerkhof

BUSINESS DEVELOPMENT MANAGER, CCV



CONTACT US

Ready to take the next step?

Momentum is a leading managed services provider that empowers international organizations to communicate and operate securely, reliably and flexibly in today's digital landscape. As the European arm of Momentum, a global provider of advanced connectivity, communication and security solutions, Momentum EMEA combines deep regional expertise with 24/7 service for over 250 global clients.

We deliver smart, integrated solutions for connectivity, communication, network security and related professional services. Clients benefit from one point of contact, one contract, one SLA and one invoice — regardless of the underlying providers.

Operating fully carrier-neutral, we partner with over 1,400 providers and 2,200 data centers in more than 190 countries and 8,500 cities worldwide. With our own Network Operating Center, a unique Global Voice Platform and an advanced Global Control Portal, clients have full visibility and control over their digital infrastructure.

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