

Payment gateway and acquiring services improved for the UK's market leader in homewares - Dunelm





**Neil
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President North America
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Dunelm is the UK's market leader in homewares, offering a distinctive and specialist product portfolio. In addition, it strives to deliver a friendly, convenient service through a retail system that combines physical stores and digital channels.

Dunelm is appealing to a wide range of customers. It's a market leader in a largely fragmented market with a challenger brand mentality. The business has a distinctive and specialist product portfolio. It aims to offer quality, value and style through its own brand and sourced from long-term committed suppliers.

The business operates a total retail system that combines the advantages of digital and local shopping experiences to better serve UK homewares shoppers. In addition, shoppers also benefit from a convenient, low-cost store portfolio.



A partnership between two market-leading organisations focused on distinctive products and service

Similarly, Bankbrokers is a market-leading business with high-quality products, services and value. It goes beyond benchmarking to supply the best independent banking, payment gateways and merchant services to support clients like Dunelm. This is achieved through in-depth knowledge of the markets and products. Also, global benchmarking capability and an extensive international network.

From its Nordic origins and launch in Stockholm in 2008, Bankbrokers has built a solid international business headquartered in Oslo, with offices across Europe and in the US. Also, clients worldwide and in every sector. A team of specialists increases transparency, reduces complexity, and improves the value of banking and merchant services for clients.

Also, experts offer CFOs, FDs and Treasury Managers unique access to market expertise in all areas of banking. From cash management to foreign exchange, refinancing and merchant services advisory.

An independent and trusted partner

Alison Muir, Head of Procurement at Dunelm, talked to Bankbrokers for payment gateway and merchant service support and guidance.

Alison comments.

"Dunelm commissioned an in-house RFP for payment gateway and acquiring services.

Following receipt of offers, we engaged Bankbrokers to complement our due diligence with specific focus on the qualitative, quantitative and commercial aspects of the bids we had received.

Payments is a complex space and it was vitally important for the business to consult more widely as part of our internal decision making process. Bankbrokers are consummate professionals in this area; their expertise, support and guidance led to Dunelm gaining incremental and meaningful concessions from our chosen supplier.

A truly collaborative engagement from beginning to end, and we are delighted with the final outcomes we have received".

Contact us for further testimonials and how Bankbrokers can assist with banking and merchant services advisory. Our team of friendly experts can help your business secure the support you need.

Email: contact@bankbrokers.co.uk, Web: www.bankbrokers.co.uk or call our UK Partners on 02071600075, or write to our office: Bankbrokers, Bank Chambers, Brook Street, Bishop's Waltham, Hampshire. SO32 1AX.

