

GEM is the only tool in the market that benchmarks from the merchant, developer and gateway performance perspective.



Gateway Enterprise Metrics

Current subscribers account for an estimated 66% of all payment gateway volume in the U.S.



Payments Experts. Powerful Data.
THE STRAWHECKER GROUP®

Your GEM subscription Includes:

MERCHANT

eCommerce Merchant Experience & Account Boarding Assessment

TSG tracks and benchmarks access, documentation, ease of integration, merchant account setup, certification, trouble shooting, and production launch.

On a semi-annual basis TSG will complete an actual (anonymous) process of opening a new merchant account to obtain the ability to accept cards online. This process measures and benchmarks the experience from the merchant's point of view and is compared against the industry's top 15 providers.



CASE STUDY: TSG's boarding process for GEM provided insights for one gateway that merchants/partners were likely having issues with during the integration process; new procedures were put in place due to these findings.

DEVELOPER

API Set & Developer Tools Assessment

On an annual basis, TSG evaluates and delivers a detailed assessment of API set, Dev Tools, sandbox and emulator by actually conducting an integration into the gateway via an eCommerce Application as well as evaluating documentation.



CASE STUDY: As part of the developer experience review TSG was able to determine that a gateway's API documentation was fragmented and difficult to follow compared to other GEM subscribers.

PERFORMANCE

Real Transaction Metrics

TSG sends real transactions from two U.S. locations and pings 24/7/365 from over twenty different U.S. and global locations that measure and benchmark: Gateway Response Time, Gateway Availability, Transaction Handle Time, Transaction Success Rate and Authorization Failures.

TSG reviews data daily to uncover and report on issues. Detailed reports are delivered weekly, monthly and semi-annually.



CASE STUDY: A gateway had an outage during a peak shopping period that GEM demonstrated was more significant than their internal reporting indicated.

Did you know there was an estimated 80 million of failed credit and debit transactions in 2018 because of technology failures?

TSG helps you mitigate lost sales



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Something From Nothing

GEM is not dependent on a gateway's IT resources. Minimal interaction is required to board a gateway on the GEM platform. Allocation of resources is at the discretion of the subscriber and their performance goals based on GEM data.



Market Your Prowess

GEM provides gateways with third-party credibility and allows them to market their performance publicly to prospects and current clients. Recognition from TSG's Gateway Awards provides further honor for gateways to hang their hat on.



Awards Calendar

- "The Developer/API Awards" – MARCH
- "Real Transaction Metrics Awards" – JULY
- "The Merchant Experience Awards" – OCTOBER



Note: Awards may change or be removed at the discretion of TSG