Mountain Star

Teaming up with Mountain Star to take their world-class service global

Cybersource and Mountain Star share a belief in the power of relationships. Mountain Star has become a hugely successful payment processor thanks to the way they look after their merchants. Since 2021, we've been working with Mountain Star to take this world-class service global.

cybersource
A Visa Solution

MOUNTAIN STAR
PAYMENT PROCESSING

The challenge: personal service around the world

Mountain Star occupies a unique space in our industry. As other players move towards automation and self-service, Mountain Star focuses on delivering a responsive, personal service to each of their clients.

It's a model that's made them very successful, helping thousands of merchants optimize revenue and scalability over the past 14 years.

When Mountain Star came to us in 2021, they were looking for an innovator to provide the global network and payment innovation they needed for their next stage of growth.

> "It's awesome being able to reach out to Cybersource. I have a lot of conversations, screen shares, going over how we can make a solution work for a merchant. It wouldn't be possible without the Cybersource team."

April Roth
Director of Client Success, Mountain Star

What we did

Technical support, not an 800 number

We know one of the frustrations shared by payment partners and merchants is when the only option for support is a generic customer-service number.

> "We're working together as a team with Cybersource to leverage their global capabilities and relationships."

Troy Zentner
President, Mountain Star

As part of our allyship, the Mountain Star team have direct access to our team, including our technical team whenever needed.

A trusted global network made from local relationship

Mountain Star can now use Visa's network of issuers and acquirers across 97% of countries and territories in the world. With our presence on the ground, we also bring the deeper relationships with local markets that Mountain Star were looking for, and that makes Visa and Cybersource stand out from the competition.

All the payment technology required by merchants

Service is Mountain Star's USP, but it must be built on strong foundations. Alongside our global network, Mountain Star merchants now have access to best-in-class technology, including:

- Decision Manager, the fraud tool that learns from billions of Visa transactions a year

- Token Management Service, enabling multiple payment methods across the globe

- Recurring Billing to manage recurring revenue smarter and more efficiently

The difference our work made

World-class payment processing
Mountain Star is now providing clients with payment processing in many regions around the world, including Asia, Australia, Europe, and North America.

Global wins
Mountain Star has successfully onboarded two major merchants in Europe within two months of working with us, and are currently working on opportunities in Australia, Hong Kong, and

A win-win relationship
Working together as a team with Mountain Star is providing invaluable experience that is already enhancing our wider Cybersource Reseller Program.

Global fraud management
With the use of Decision Manager, Mountain Star can create custom logic to optimize their clients' success. Clients can efficiently scale across the globe knowing regional nuances have been considered.

Revenue optimization
Through Recurring Billing alone, Mountain Star is projected to save their clients 13% of payment processing costs using strategies like decreasing card brand downgrades and network clean-up.

"Our clients want to scale their business without extensive integration work or a lot of custom work. They're looking for a global reach partner that is already set up with everything they need."

Troy Zentner
President, Mountain Star

cybersource
A Visa Solution