ACI Worldwide Introduces Real-Time, Omnichannel Payment Analytics to Improve Transaction Visibility and Maximize Merchant Profits

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ACI augments Omni-Commerce solution with payment insights that drive conversions, boost engagement and accelerate decision-making for merchants

MIAMI--(BUSINESS WIRE)--Nov. 9, 2021-- ACI Worldwide (NASDAQ: ACIW), a leading global provider of real-time digital payment software, today announced the launch of Omni-Commerce Payment Analytics. Part of ACI Omni-Commerce, this new feature offers merchants the ability to surface payments data gathered through multiple channels within a merchant's payment ecosystem.

"Merchants are tasked with offering personalized and seamless shopping experiences while also keeping up with the increasing demands for alternative payment methods and channels such as mobile apps, social media, BNPL and QR codes," said Debbie Guerra, head of merchant segment, ACI Worldwide. "Tracking data across multiple channels and translating it into meaningful and actionable insights is challenging. ACI's Omni-Commerce Payment Analytics makes it easier for merchants to quickly and easily fine tune their payment strategies based on facts, which is especially useful during peak season."

ACI's Omni-Commerce Payment Analytics enables merchants to access and analyze large sets of transaction data in real time. The feature provides extensive visibility into payment trends, helping to deliver rich insights that unlock new opportunities and drive business growth. ACI Omni-Commerce with integrated payment analytics allows merchants to draw insights from a single source, guiding smarter and more confident decision-making. Merchants can surface payments data gathered through multiple channels to:

- Gain the clearest view of shopper preferences
- Accelerate and improve business decision making
- Enable greater data sharing and collaboration
- Hone strategies to help maximize conversions
- Reduce costs by streamlining data gathering

"Organizations often talk about the importance of data and analytics, but we've observed that only a handful of them can utilize it effectively or apply it in the right business contexts. With Omni-Commerce Payment Analytics, we are trying to bridge that gap through visually rich, simple and customizable dashboards that help merchants leverage the full potential of their payments data for business growth," Guerra concluded.

ACI Omni-Commerce brings simplicity to complex payment challenges and provides merchants with greater control over their payment processes and costs. The integrated, multi-layered fraud management capabilities include machine learning models, predictive and behavioral analytics, customer profiling techniques, unlimited rules and powerful consortium data. ACI Omni-Commerce was recently recognized by Juniper Research, winning Gold Awards in two categories—"Best Checkout Experience Solution" and "In-Vehicle Payments Innovation."

About ACI Worldwide

ACI Worldwide is a global software company that provides mission-critical real-time payment solutions to corporations. Customers use our proven, scalable and secure solutions to process and manage digital payments, enable omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with local presence to drive the real-time digital transformation of payments and commerce.

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