

2017 OVUM GLOBAL PAYMENTS INSIGHT SURVEY

ANALYZING THE RETAILER SECTOR



1 PAYMENTS INVESTMENT LEADS TO IMPROVED CUSTOMER EXPERIENCE

89% of merchants expect an enhanced customer experience when they invest in their payment capabilities.



2 RETAILERS NEED HELP DRIVING INNOVATION

75% of retailers admit needing help for creating innovation.



3 MERCHANT SPENDING IS INCREASING

63% of general merchandise retailers expect to increase investment in payments over the next 18 months.



4 EXPANDING THE WAYS TO PAY

79% of merchants agree consumers want a broader choice of payment tools.



5 INNOVATING IN THE CLOUD

53% of merchants say that cloud models can increase their ability to launch new products and services.

How will you move merchandise with payments innovation?
aciworldwide.com/retailer