

## CLIENT STORY

# WHEN IT COMES TO PAYMENTS, LA PICCOLA ITALIA PUTS ITS TRUST IN WORLDPAY FROM FIS

Established in 1981 by husband-and-wife team Alfredo and Anna Coppola, and today run by Anna and her son, Stefano, La Piccola Italia is an authentic, family-style Italian restaurant located in the heart of Ireland's third-most populous urban area, Limerick.

In the Coppola household, there has always been a love of food and the many celebrations associated with it. This passion is on display every day – both in their cooking and in the warm, inviting atmosphere that's part of the total La Piccola experience.

The Coppola family pride themselves on using the freshest produce and shellfish delivered daily, along with locally-sourced meats, and all prepared to the highest standards to ensure great taste.

The restaurant attracts a varied clientele that includes an extremely loyal following of many regular customers, Italian food aficionados, tourists and Limerick city professionals – plus hosts private events.

## Looking for the right payments partner

According to Stefano, he was looking for a simple, straightforward relationship with a payments processing provider that offered good rates and customer service. He found what he was seeking in Worldpay from FIS®, in partnership with the Restaurants Association of Ireland (RAI).

Specifically, La Piccola Italia was facing increased settlement times and transaction fees working with their previous payments processor.

Now, Stefano cites better pricing, the increased functionality, ease-of-use and speed of the Ingenico AXIUM DX8000 in-store card payment terminal, which his staff loves – plus the strong relationship he enjoys with his Worldpay representative – as all advantages of having Worldpay from FIS as his payments partner.



**“This is the best experience I’ve had with any provider – by far.”**

- Stefano Coppola

## Efficient onboarding


According to Stefano, the overall Worldpay implementation, set-up and training experienced by him and La Piccola's staff was very fast, efficient and second-to-none. "This was the best experience I've had with any provider – by far," he emphasized.

Another benefit of working with Worldpay, shared Stefano, is early lodging of daily settlements, which allows the business to pay suppliers faster and maintain strong relationships.

Stefano says his relationship with Worldpay from FIS has been very good right from the start. "The trust in Worldpay was established at our initial meeting, and it has been justified daily ever since. The confidence we have in Worldpay has given us the opportunity to look at further investments, such as expanding online, and we'll be looking into how they can help us in that area."

## Contact us

To learn more about how Worldpay from FIS can help your restaurant in Ireland take, make and manage payments more effectively to benefit your business, please contact: [irelandsales@fisglobal.com](mailto:irelandsales@fisglobal.com).



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