



# Creating a Frictionless Payment Experience for Construction

*The Foundation Software & Basys Story*



“Before Basys, we were lacking an efficient solution for our customers to accept electronic payments. It was a major pain point for many of our users.”

Brian Cancian, Foundation Software



## Overview

Foundation Software provides industry-leading construction accounting solutions, specializing in payroll and financial management for contractors. But when it came to automated payment processing, Foundation’s users faced some challenges. Without a built-in solution, customers had to process payments manually. That’s when Foundation Software began exploring potential payment solutions and engaged Basys as a trusted partner to help develop an integration that would work seamlessly within their platform.

Through a highly collaborative partnership, Basys worked closely with Foundation to build a tailored payment integration, simplifying transactions for construction businesses. The result? A seamless, automated payment solution that enhances user experience from all angles.

## The Challenge

### Manual Processes & Inefficiencies

Before partnering with Basys, Foundation didn’t offer an integrated way for contractors to accept payments. Customers had to process transactions manually—taking calls, writing down credit card details and inputting data separately. This created inefficiencies for businesses handling frequent service transactions.

Other payment processors approached Foundation, but they lacked the technical expertise to integrate with Foundation’s specific platform technologies in a way that truly aligned with its business model and user needs. Many were sales-driven rather than solution-focused, leaving Foundation without a viable option to streamline payments for its users.

“Most processors don’t want to jump through hoops to create integrations. Basys did.”

Brian Cancian, Foundation Software

## The Solution

### A Custom-Built Integration That Works for Construction Businesses

Basys took a different approach. Instead of offering a one-size-fits-all solution, the Basys team worked directly with Foundation’s developers to build FOUNDATION® Pay Receivables—a seamless, fully integrated solution tailored to their system.



#### Deep Collaboration

From day one, Basys worked hand-in-hand with Foundation’s technical and leadership teams, ensuring the solution met the unique needs of construction businesses.



#### Custom Engineering

Despite complexities that are always a part of creating integrations, Basys’ development team built a robust, user-friendly payment portal.



#### Frictionless Experience

The final product allowed Foundation’s users to accept payments online, sync transactions automatically and eliminate the need for manual entry.

## The Results

### A Transformational Impact

The partnership between Basys and Foundation wasn't just about implementing a payment solution—it was about building the right solution together. Through close collaboration, the teams delivered a system that significantly improved efficiency and usability.

**The integration completely eliminated manual payment processing, fully automating invoice payments and reconciliation.** With 2,045 transactions processed in 2024 and 1,200 in January 2025 alone, Foundation Software customers have **saved an estimated 540 labor hours**.

**540** Labor Hours Reduced



**Over 30 product enhancements** were made through feedback from Foundation and its customers, ensuring a truly customized integration that continuously evolved to meet user needs.

**30** Product Enhancements

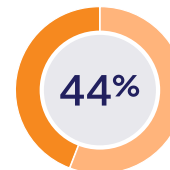


**Basys dedicated over 750 hours to this integration, working closely with Foundation through extensive development cycles, joint strategy sessions and iterative refinements.** This deep collaboration ensured the final product was not just functional but optimized for the unique needs of Foundation's users.

**750+** Basys Team Work Hours

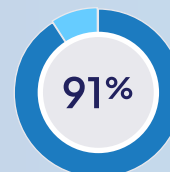


The onboarding experience for Foundation's users has become more efficient, with a **44% reduction in average time to first deposit**, allowing users to access funds faster and with less friction.



Reduction in Time to First Deposit

**91% of Foundation's integrated payment clients** are now live with Basys, with more being onboarded each week, showing strong adoption and demand for the integrated solution.



Of Merchants Onboarded to Date

**We listened to Foundation and delivered a prototype in just a few days. They provided feedback, we iterated and together we built something great.**

Kyle Cook, Basys

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## Foundation Software

Beyond the data, customer response has been overwhelmingly positive. By delivering an intuitive, automated solution, Foundation's users now have a seamless way to process payments, enhancing cash flow and reducing administrative burdens.

### Why It Worked A True Technology Partnership

Most payment processors take a hands-off approach to integrations. Basys takes a different path—becoming a true partner in the process.

#### **Technical Expertise:**

Basys deployed a dedicated team of development and integration experts to ensure a solid integration with Foundation's platform – delivering what larger, less agile processors couldn't.

#### **User-First Mentality:**

Instead of offering a generic plug-and-play solution, Basys worked through 30+ enhancement requests—most driven by real user feedback—to create a payment experience that fits how Foundation customers actually work.

#### **Ongoing Support:**

The partnership didn't stop at launch. Basys holds monthly pipeline meetings with Foundation's team, assigns a dedicated account manager and continues to refine the solution based on evolving needs. Our teams are structured to respond in real time.

**This isn't one of those companies where you call and go through 10 prompts just to reach someone. With Basys, our clients talk to a real person and get things solved immediately.**

**Brian Cancian, Foundation Software**

### Conclusion Powering Payments Through Partnership

For software companies looking to enhance their platforms, the Foundation + Basys collaboration proves that the right payment partner makes all the difference. By working closely with Foundation's team, Basys didn't just provide a solution—it built an integration that drives efficiency, improves user experience, and supports long-term business growth.





**Bā**·sys

**Interested in learning how Basys can power your platform's payment experience? Let's talk.**

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