

About Glenbrook

Learn from the best!

Glenbrook Private Payments Workshops are taught by two members of the Glenbrook team – industry veterans who have “been there, done that”!

Founded in 2001, Glenbrook is a unique payments consulting and research firm that brings to our financial services and financial technology clients the unique combination of our specialized skills in payments, many years of hands-on experience in the field, and our network of professional relationships.

The Glenbrook Team

Each team member at Glenbrook is both a consultant and an analyst with unmatched insight and knowledge of financial services technologies. As analysts, we track a number of related markets to assess trends, surface opportunities, and identify threats to our clients in the financial services industry. As consultants, we focus our knowledge and real-world experience on your specific needs, offering recommendations that reflect your situation.

We have senior-level experience with some of the top firms in the financial services and technology industries, including Accenture, Amazon.com, Citibank, Digital Equipment, First Data, IBM, McKinsey, and Visa. We have worked extensively with startups and spinoffs, helping them get to market quickly and penetrate the financial services marketplace. Our strong relationships with senior management in financial services, Internet infrastructure, and security firms allows us to tap non-public sources of information to form a more complete assessment.

“**Payments Professionals**” are our clients, our colleagues and our friends! Glenbrook’s extensive network of payments professionals includes:

- The over 5,000 people a day who read Glenbrook’s Payments News blog (www.paymentsnews.com) for comprehensive coverage of breaking payments news and commentary

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- The over 2,000 people who have attended a Glenbrook Payments Boot Camp or one of our other Payments Education events

Available Agendas for Glenbrook Private Payments Workshops

Private workshop agendas may be customized in terms of content and time spent on each subject. Clients can draw on either our standard two-day Payments Boot Camp agenda or our library of materials on payments topics.

Agenda – Two Day Payments Boot Camp

- Payment Systems Overview
- Perspectives on Payments:
 - Consumers
 - Banks
 - Merchants
 - Enterprises
 - Networks and Processors
- Core Payments Systems:
 - Card Payment Systems
 - ACH and Checking
 - Large Value and Cash
- Emerging Payments
 - Framework
 - eCommerce and Online Payments
 - POS Payments
 - Bill Payments
 - Mobile Commerce
 - B2B Payments
 - International Payments

A more detailed agenda is available for download at www.glenbrook.com

Available Modules for Private Workshops

- Merchant Payment Acceptance
- The Point of Sale
- Fraud Management & Authentication
- The Card Acquiring Value Chain
- Card Processing
- Loyalty Programs
- The eCommerce Marketplace
- Card Interchange
- Chargeback Management
- Cross Border eCommerce
- Bill Payment
- Prepaid Cards
- B2B Payments
- Banks as Channel Partners
- Country Focus: "Deep Dives" into Specified Country Payment Systems and Practices

Ask about developing a special focus module for your company

What Our Alumni Say

"Great analysis of the emerging payments players - sorts through the hype to help understand the business model and critical success factors" Johnny Roland, Cisco FS Industry Consulting

"The Payments Boot Camp cleared up much of my confusion on several payment topics." - Eric Leboie, SVP Sales ORCC

"I wish everyone at PayPal was required to take Glenbrook's course. A must for anyone in the payment industry!" - Jonmichael May, Product Marketing Manager, PayPal

"Great Boot Camp. Definitely worth my time and investment." - Michael Ziegler, Retail Bank Payments Strategy, Washington Mutual Bank