

Alternative Payments vs. WisePay

Why more MSPs are choosing Alternative Payments over WisePay

AR tools should streamline billing—not create extra work. If you're chasing payments, managing sync errors, or fielding client complaints, it might be time for something built with MSPs in mind.



Alternative
Payments

 Capterra 5.0  4.7

 WisePay

 Capterra 5.0  -

Alternative Payments vs WisePay: What's Better for MSPs?

Most MSPs don't have time for billing tools that create more work than they solve. You need AR automation that aligns with your PSA, simplifies your workflows, and helps you get paid faster—with fewer client issues and no support runaround.

Here's a clear-eyed look at how Alternative Payments stacks up against WisePay, feature by feature.

What Changes When You Switch		 Alternative Payments	 WisePay
Implementation	Setup Time < 1 Week	✓ (24 Hours)	✗ (Often Takes Months)
	Guided Onboarding	✓ (White Glove)	✗ (DIY Setup)
	Free Implementation	✓ Yes	✗ (MSP Time Cost)
	Client Migration Support	✓ We Handle It	✗ (Manual per Client)
	US-Based Support	✓ Yes	✗ (Australia Based)
Support	Dedicated Support Team	✓ Yes	✗ (CW Tier 1)
	Average Response Time	✓ < 10 Minutes	✗ (Days/Weeks)
	Modern Portal Interface	✓ Yes	✗ (Dated UI)
	Custom Branding	✓ Yes	✗ No
	Guest Checkout	✓ Yes	✗ (Login Required)
Payment Experience	Mobile Optimized	✓ Yes	✗ No
	Client Adoption Rate	✓ 87% in 60 Days	✗ Low (Needs 1:1 Help)
	Next-Day Funding	✓ (Reliable)	✗ Unreliable (Delays/Outages)
	Auto-Reconciliation	✓ (95% Match Rate)	✗ (Sync Errors Common)
	Credit Memo Support	✓ Native	✗ (Workarounds Needed)
Financial Options	Duplicate Deposit Prevention	✓ Yes	✗ Double Deposits Reported
	Transparent Pricing	✓ (Flat Rate)	✗ (Variable Fees)
	Free ACH Transactions	✓ Yes	✗ (Per Transaction Fees)
	Pass Fees to Clients	✓ (Automated)	✗ No
	Hidden Fees	None	(NSF, Gateway, Chargeback Fees)
Pricing & Fees	Integrated Processing	✓ (All-in-one)	✗ (Bring your own Merchant)

List continues on next page

What Changes When You Switch



	Alternative Payments		WisePay	
Automation & Efficiency	Set & Forget Automation	✓	Yes	✗ (Needs Oversight)
	Autopay by Agreement Type	✓	Yes	✗ Manual Rules (Confusing)
	Collections Assist	✓	(Native)	✗ No
	Automated Refunds	✓	Yes	✗ (Manual)
	Chargeback Handling	✓	Automated	✗ (Manual)
Reporting & Analytics	Real-Time Dashboards	✓	Yes	✗ No
	Cash Flow Insights	✓	Yes	✗ No
	Client Payment Behavior	✓	Yes	✗ No
	Predictive Analytics	✓	Yes	✗ No
Security	PCI Compliant	✓	Yes	✓ Yes
	SOC 2 Type II	✓	(Independent)	✗ via ConnectWise
	Data Ownership	✓	You Own Your Data	✗ ConnectWise Controlled

Using ConnectWise? Here's Where WisePay Falls Short

WisePay may integrate with ConnectWise, but integration isn't the same as alignment. Many MSPs find that WisePay creates extra reconciliation work, adds friction to client payments, and limits visibility into key metrics—especially when it relies on dated architecture and fragmented support.

Alternative Payments is purpose-built to close those gaps:



Seamless PSA
+ accounting syncs



Native reconciliation
automation



Real-time dashboards
for finance teams



Support teams who understand
ConnectWise inside and out

If you're running ConnectWise and serious about automating AR, it might be time to switch to a platform that actually supports your scale.

Switching Is Easier Than You Think

Hundreds of MSPs have moved to Alternative Payments. If you're thinking about switching, you're not alone. We've helped teams of all sizes move fast and migrate cleanly—without disrupting cash flow.

We don't just give you software. We guide you through the switch, every step of the way.

Here's how we do it:

- ✓ PCI-compliant token migration from Global Payments/OpenEdge
- ✓ Branded portal setup with custom DNS and theming
- ✓ Invoice sync between your PSA and QuickBooks Online
- ✓ Autopay rules, credit memos, and dunning workflows
- ✓ Client onboarding emails and automation



"The hand-holding was fantastic. I probably held off a month too long just because I was nervous—but then I made the jump, and everything was good."

— Stephen Kaupp, Valiant Technology

What MSPs Who Switched Are Saying

"We had a holiday weekend issue and the CEO of Alternative Payments called me personally to help fix it. That just doesn't happen elsewhere."

Raffi Jamgotchian
Triada Networks



"Our collections used to take a month. Now they're done in about 10 days. It's hands-off, seamless, and completely changed how I spend my time."

Justin Best
Northwest Technologies Group



"We probably have 90% adoption. Everyone's just finding it easier to receive the invoice by email, click the link, make the payment, and be done."

Jeremy Roth
S1 Technology



"If you take into account our monthly flat fee for Alternative versus the fluctuating fees we had before, we saved between 75 and 80 percent."

Stephen Kaupp,
Valiant Technology



How It Works Under the Hood

We built Alternative Payments to give MSPs control, clarity, and confidence across every part of their AR workflow. Here's how it all works together—without the friction.

Payout details

Invoice # 50430	Method ACH	Status In transit
Invoice amount \$1,000.00		
Processing fee Paid by customer	\$100	
Total payout \$1,000.00		

Transaction activity

In transit May 28, 2022 at 12:36 PM

[Download receipt](#)

Insights

Client Engagement

Email Deliverability

Emails sent

Month	Emails Sent	Open Rate	Click Rate
Jan	60	12%	3%
Feb	80	15%	4%
Mar	100	18%	5%
Apr	120	20%	6%
May	140	22%	7%
Jun	160	24%	8%
Jul	180	26%	9%
Aug	200	28%	10%
Sep	220	30%	11%
Oct	240	32%	12%
Nov	260	34%	13%
Dec	280	36%	14%
Total	400	20%	5%

Emails sent: 400 | Open rate: 20% | Click rate: 5% | Engagement score: 78/100

Recent Activity

CUSTOMER	USER	SUBJECT	STATUS	DATE
GreenSpark	jane@yeh.com	Welcome to Alternative!	Delivered	March 3, 2023 at 10:04 AM
Disney	fernando@disney.com	Your invoice is due today	Opened	March 3, 2023 at 10:00 AM
Tesla	wes@tesla.com	Your invoice is due today	Closed	March 3, 2023 at 9:50 AM
Taxis	customer@taxis.com	Your payment is due today	Delivered	March 3, 2023 at 9:00 AM

Auto-Matched Deposits

Our reconciliation logic matches 95% of deposits automatically, even across payment types. No clearing accounts. No manual merges. Just clean books and faster close.

Behavior-Based Insights

Know who's about to pay late—before they do. Our platform learns from client behavior and flags risk, so you can take action early and protect your cash flow.



Accounts Payable

Total outstanding **\$5,000.00** Credit balance **\$4,000.00**

Add filters

DUE DATE	INVOICE	MEMO
July 1, 2022	#0094	Financing link an
June 1, 2022	#0093	-
Apr 1, 2022	#INV300-0094	New invoice

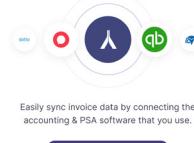
Alternative Payments

Don't have bank account information on hand? Invite a team member to set it up.

Invite a team member

Go back

Enhance your workflow by setting up integrations



Easily sync invoice data by connecting the accounting & PSA software that you use.

[Set up now](#)

Client-Friendly Portal

No logins needed to pay. Autopay setup in two clicks. End clients can manage multiple entities, pull invoice history, and pay how they want—without calling your team.

True PSA + Accounting Sync

We sync deeply with ConnectWise, Autotask, Halo, and SuperOps—and your accounting system. No re-auth loops. No broken syncs. Just alignment between tools, finally.