

Overview

702 Communications (702) is a locally owned and operated business based in Minnesota offering broadband, phone, data and network solutions. Each of 702's 6500 customers require a monthly bill but without a centralized online billing system, the inefficiencies were starting to add up.

702 prepared and mailed paper invoices which meant manually keying in recurring bills, mailing reminders, and even making reminder phone calls. Once they received payment, it had to be manually entered into their software. Customers had no way to pay their bill online or look into their bill without contacting an overloaded customer service team. On top of that, as a communications company, it was being held to the FCC's high security standards.

702 Communications contracted CardConnect to:

- Integrate online billing and payments with its current system
- Secure its sensitive data to meet FCC security standards
- Give customers the ability to view and pay bills online
- Enhance its image as a high-tech company to customers

The SmartPay Solution

SmartPay provides 702 Communications the ability to invoice customers, process transactions, and review payment activity in an easy-to-use platform.

SmartPay integrated effortlessly with 702's accounting software, eliminating the hassle of A/R manually entering payments. 702 experienced a 23% increase in customers paying online which has helped 702 collect money faster.

SmartPay processes payments through CardSecure™ where sensitive card data is encrypted and tokenized. No sensitive data remains on 702's system, protecting its customers, keeping its business outside of PCI scope, and ensuring it meets FCC security standards.



Using SmartPay saves 702 Communications, on average, \$1.25 per statement. For a company that bills 6500 customers monthly, it's a significant improvement to their bottom line.

Customers appreciate paying their bills through SmartPay as it gives them more control to manage their account online. SmartPay immediately increased productivity with 702's customer service team, giving them more time to spend on the phone with customers instead of rushing through orders.

With the increase in cash flow and time available, SmartPay helps 702 provide better service and expand the technology it offers to its customers.

In 702's Own Words



"Very few systems out there have the type of billing we need...By using SmartPay, 702 provides an online solution for our customers, increasing our productivity and efficiency, and ultimately, saving us time and money."

- Jennifer Rise, Finance Director, 702 Communications

Quick Summary

Client

- > Communications business with multiple locations
- > Based in Minnesota
- > 6500 Customers
- > Customers include major banks, hospitals & educational institutions

Requirements

- > Implement online billing and payments system

Solutions

- > SmartPay increased online payments by 23%
- > SmartPay saves 702 \$1.25 per statement