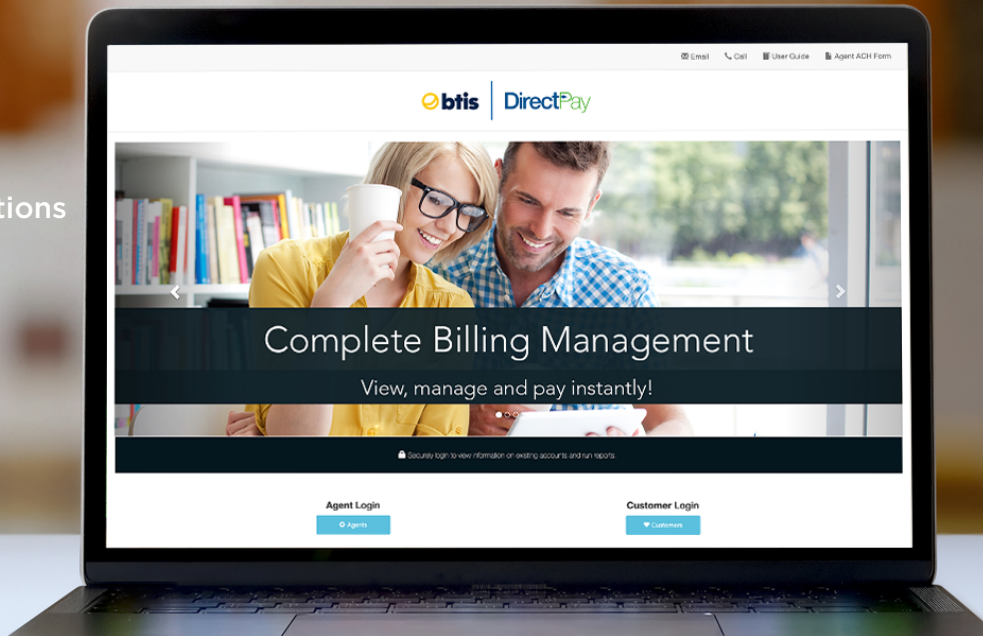




## Digital Billing Services and Payment Solutions Case Study



Builders and Tradesmen's Insurance Services

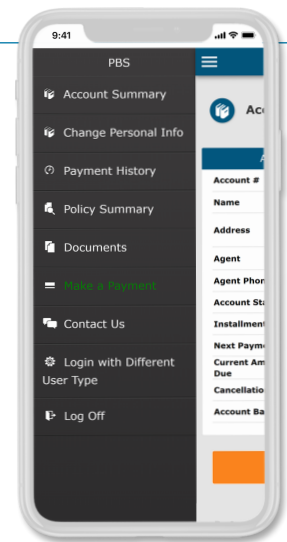


### BUSINESS NEED

Builders and Tradesmen's Insurance Services (BTIS), a nationwide wholesale intermediary, writing in excess of \$300M a year in business, had an immediate need to replace an inadequate installment billing and payment service for their Contractor Liability and Inland Marine products. Within one year of implementation with their previous vendor, BTIS discovered significant deficiencies. Valuable staff time was spent handling billing and payment related questions, instead of doing what they do best - writing insurance. Additionally, they realized their billing and payment service offered a very limited end-user experience, no mobile technology, and no automated reporting; all features they found to be necessary for their daily operations and for the success of their business.

### CUSTOMER REQUIREMENTS

- Customer-focused and highly functional service for agents and insureds
- Configurable payment terms
- Cost reduction
- Clear, concise, and easy to understand reporting
- Rapid implementation
- Modern and intuitive self-service tools for the policyholder on both desktop and mobile platforms
- Recurring and one-time payment options for debit/credit and ACH



### THE SOLUTION

BTIS selected Input 1's Digital Billing Services and Payment Solutions to help fulfill their needs. In just 90 days, BTIS was able to launch this highly robust and flexible solution starting first in the state of Colorado. Over the next 60 days, BTIS expanded their offering nationwide with great success, including an enthusiastic adoption by their agents.



Our relationships with our agents and our policyholders are the foundation of our business. Input 1's services and solutions were very appealing to us because our agents and customers now have access to their information, anytime and anywhere. Moreover, their customer service is nothing short of spectacular. We have our own unique call greeting, an exceptional team that services our accounts, and we always have someone at Input 1 that we can call directly to discuss new initiatives and handle any problems. Specific requests from our larger agents were configured and executed very quickly, helping us retain our most important customers. In the end, Input 1 exceeded everyone's expectations within our firm and delivered what our customers feel is the best billing and payment experiences they have with an insurance partner.

**Paul Hohlbein**, President, Builders and Tradesmen's Insurance

## KEY SOLUTION FACTORS

- Up and running in 90 days or less
- Fastest and simplest integration
- Customer-branded portals
- Better customer engagement & modern touchpoints
- Highly attractive and easy to learn mobile platform
- Full-service call center with KPI reporting
- Favorable pricing model



My staff was spending too much time on the phone handling billing and payment issues. Input 1 allowed us to eliminate the ongoing frustration and increased expenses associated with our old billing and payments platform – and it freed up our team to do what we do best. We just needed the billing to work quickly and completely for our customers. From start to finish, Input 1's team completed all that we needed in just 90 short days. Nothing short of amazing!

**Jessica Keefe**, Chief Operating Officer,  
Builders and Tradesmen's Insurance

## BTIS - BUSINESS IMPACT

- Easily transitioned from one state to a national roll-out, billing thousands of policies each month using the Input 1 platform.
- Was able to immediately accept credit card, debit card and bank debit (ACH) payments on a one-time or recurring basis through Input 1's secure, PCI compliant payment service.
- Reduced its operating cost by eliminating errors and offloading the entire broker commission reconciliation and reporting process to Input 1.
- Recognized significant operational efficiencies because all customer service inquiries for their policyholders and retail agents were absorbed by Input 1's highly skilled domestic service center.
- The mobile portal, provided by Input 1, improved their customer experience by providing real-time access to account and policy information on any platform at any time.

### INPUT 1

Input 1's Digital Billing Services and Payment Solutions are a dynamic and flexible BaaS (Billing-as-a-Service) and digital payment offering. It delivers a perfect balance of software and managed services, which reduces a customer's capital outlay along with operational and IT resources. With Input 1, every aspect of the billing cycle is meticulously managed and our customers can maintain complete control of how their service is provided. Input 1's service center and customer-branded portals deliver meaningful metrics and visibility that vastly improves the customer experience for customers and agents alike.