

A RURAL TELECOM DELIVERS AN ULTRA-MODERN BILL PAY EXPERIENCE

INDUSTRY:
TELECOMMUNICATIONS

OSS INTEGRATION:
IDI

BILLS:
15,000/mo

THE OPPORTUNITY

Since 1989, Inland Cellular has provided a customer-focused wireless experience to rural communities throughout North Central Idaho and Eastern Washington. As an essential service provider to these areas, Inland Cellular has dedicated itself to providing a modern subscriber experience through all aspects of its business.

One major initiative in support of delivering a modern subscriber experience was to add new and creative payment options for customers – all while consolidating vendors. Inland Cellular, leveraging its long-standing and trusted partnership with billing and OSS provider IDI Billing Solutions, selected the Paymentus billing and payment solution to fulfill its mission of delivering a best-in-class bill pay experience within a unified platform.

THE SOLUTION

Previously, subscribers were limited to paying through credit cards, checks or savings accounts (ACH). The Paymentus solution enabled all of these options plus digital wallets including PayPal, Walmart Bill Pay, online AutoPay and interactive voice response (IVR), all through a more user-friendly digital interface.

The robust solution complemented Inland Cellular's ability to communicate with customers through automated email generation. Coupled with the automated AutoPay capability, employees have saved multiple hours each week handling customer calls and inquiries.

THE RESULTS

Beyond the expanded payment offerings, one of the most beneficial results of the Paymentus conversion was the elimination of added vendors. Prior to conversion, Inland Cellular was reliant on three vendors to handle billing, payments and customer information needs. The Paymentus integration with IDI Billing Solutions gave Inland Cellular a comprehensive platform that offered significant enhancements while driving cost savings.

Cost savings has been amplified by the rapid adoption of self-service AutoPay, which has seen a 196% adoption increase since going live. Scheduled payments are now the most used payment channel for Inland Cellular.

196%
INCREASE
IN AUTOPAY
ADOPTION SINCE
GO-LIVE



~40%
PAYMENTS
MADE USING
AUTOPAY



OUR ENTIRE ORGANIZATION IS CRAFTED AROUND DELIVERING A SUPERIOR CUSTOMER EXPERIENCE IN ALL THAT WE DO. BY MIGRATING TO PAYMENTUS, WE'RE LIVING UP TO THAT MISSION THROUGH A SIMPLIFIED PAYMENT EXPERIENCE THAT MEETS OUR CUSTOMERS' SPECIFIC PREFERENCES - NO MATTER WHAT THEY ARE. WE'RE EXTREMELY PROUD OF THIS ACHIEVEMENT."

JOSH ECKERT

Director of Business Development,
Inland Cellular

For more information, please visit www.paymentus.com/contact

Or contact our sales team directly via

phone: 855-838-1886

email: sales@paymentus.com

Paymentus