

THE CHALLENGE

- A large auto loan servicer did not have a unified customer experience across payment channels.
- Very little account information was available online and there was no centralized way to make payments.
- Each payment channel offered a different experience.
- This inconsistent process led to heavy call center volumes.

THE SOLUTION

- The auto loan servicer selected ACI Worldwide due to its ability to seamlessly integrate with existing loan servicing software.
- They converted their platform to the ACI Speedpay® solution to deliver a seamless online billing and payments experience.
- They also added capabilities, including ACI® Walletron™, part of the ACI Speedpay® solution, to give their customers mobile payment and billing options.

THE RESULTS

- Through its expanded and simplified payment offerings, the auto loan servicer has reduced inbound calls volume by 20%.
- 30% of new customers now enroll in mobile payments.
- Interactive voice response payments have increased by 89% and recurring ACH payments have increased by 20%.

Modernizing Auto Loan Payments With ACI® Walletron™

How One Large Auto Lender Drove Satisfaction With ACI Speedpay®

Whether paying a bill or buying a shirt, customers expect a smooth, seamless and convenient payments experience. For one auto loan servicer, meeting the needs of its customers meant not only improving its existing platform, but also adding new, popular payment methods and channels — all to drive greater satisfaction while reducing call volumes and confusion.

“FROM THE START, IT HAS BEEN A REAL PARTNERSHIP, WHERE THE FOCUS IS ON HOW WE CAN LEVERAGE ACI’S EXPERTISE AND ACI CAN HELP SUPPORT OUR GROWTH GOALS.”

COO





When it comes to our dealership relationships, we don't want to just be competitive — we want to be industry leaders within the auto lending space. And we know, when we provide flexible payment options and a great user experience to our end customers, we strengthen our dealer relationships as well."



You can tell that the company has done hundreds, if not thousands, of implementations."

The Challenge

As part of an overall core systems upgrade, this auto loan servicer made the customer experience a major priority. Before the upgrade, little account information was available to customers online, and there was no centralized way to make payments. Additionally, the customer experience varied depending on payment type, with one-time ACH, recurring ACH and debit card payments each presenting customers with a different payments experience.

As a result, their call center was spending an outsized amount of time assisting customers with making payments, answering questions regarding payment due dates and balances, and confirming receipt of previous payments.

They were seeking to improve its customer-facing interfaces with a centralized way for customers to make payments and provide a unified experience across payment types, while also adding mobile payment options to its platform.

The Solution

They selected ACI Worldwide and its ACI Speedpay solution to help meet its modernization goals. That ACI already had a partnership with its existing loan management system, Nortridge Software, was a big benefit.

"From the start, it has been a real partnership, where the focus is on how we can leverage ACI's expertise and ACI can help support our growth goals," said the company's COO.

Central to the modernization initiative was the deployment of ACI Speedpay, which was quickly brought online by the ACI team.

"You can tell that the company has done hundreds, if not thousands, of implementations," said the COO. *"Once requirements were complete for ACI Speedpay, we were ready for testing within two weeks."*

The deployment of ACI Speedpay gave its customers a true online experience with a single place to manage and pay bills. Customers could now make multiple payments, store payments information, and see their payments history, balance and payoff information all in one place.



Introducing... Mobile Billing!

On the go? No problem! A couple of taps enrolls you in mobile wallet payments and you are all set!

Use Apple Wallet on Apple devices or Google Pay on Android devices to receive bill notifications, eStatements and make secure payments right from your smartphone.

[CLICK HERE](#)

A large banner on their homepage has helped drive ACI® Walletron™ adoption

Strong ACI® Walletron™ Adoption

Less than a year later, the auto loan servicer opted to expand its ACI Speedpay success by leveraging the award-winning ACI Walletron technology.

"With the popularity of smartphones, customers have come to expect mobile payment options for their bills. Not only were we able to launch a mobile billing and payment wallet solution, including alerts and confirmations, but through a partnership between ACI and our print/ship vendor, we were able to provide a solution to display eStatements. That alone has been a huge cost savings to us," the COO said.

The deployment of ACI Walletron was also completed in rapid fashion, with the new service going live roughly 10 days after agreement.

They developed a comprehensive marketing plan to support this new payment option, with its biggest push to new customers as they will inherently be on the books longer and their percent of mobile wallet users will continue to represent a larger book of business. Marketing plans included a new customer welcome letter and welcome call, statement messaging, as well as the CSR channel. The strategy has been very successful: **30% mobile wallet adoption rate from new customers.**



Make payments, see account status, get payment reminders and view eStatements on your phone! Scan code and tap "Add."

All welcome letters include a QR code for quick and easy enrollment

ACI Worldwide is a global leader in mission-critical, real-time payments software. Our proven, secure and scalable software solutions enable leading corporations, fintechs and financial disruptors to process and manage digital payments, power omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with a local presence to drive the real-time digital transformation of payments and commerce.

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The Results

Since the launch of ACI Speedpay, they have seen the following results:

- **20%** reduction in inbound call volume YTD, even as the customer base has increased by **16%** during this time
- **20%** increase in recurring ACH payments
- **89%** increase in interactive voice response payments
- **16%** increase in paperless adoption rate (and climbing), leading to substantial savings in postage expense
- **27%** decrease in lockbox payments

Next: ACI Virtual Collection Agent™

Given the acceleration of requests for alternative payment arrangements resulting from COVID-19, this auto lender is focused on expanding its options to their customers. They are currently looking to add the Delay My Payment functionality to its ACI Walletron offering, helping customers make payment arrangements from their mobile devices, in real time.

Additionally, they are looking to fast-forward its implementation of ACI Virtual Collection Agent™, another feature of ACI Speedpay. ACI Virtual Collection Agent, which emulates the interactions of the best collection agents, will further help them address the influx of COVID-19-related hardship requests, with 24-hour online availability. ACI Virtual Collection Agent now offers a Manage My Payment feature, which will give their customers flexible payment options for those who may be behind on payments due to COVID.

*All stats courtesy of auto loan servicer