

“SPEEDPAY CONTINUALLY LOOKS FOR WAYS TO ENHANCE THE QUALITY OF OUR SERVICES AND TO CREATE EFFICIENCIES FOR CLIENTS AND OUR INTERNAL TEAMS. IN NORDIS TECHNOLOGIES, WE FOUND A CREATIVE AND FLEXIBLE PARTNERSHIP, INTRODUCING AN ADVANCED PLATFORM AND EXCELLENT CUSTOMER SERVICE TO ENERGIZE OUR COMPREHENSIVE MIX OF PAYMENT OFFERINGS. NORDIS HAS HELPED US SIGNIFICANTLY IMPROVE OUR BILLING AND PAYMENT COMMUNICATIONS.”

– Alexis Blackstead,
Vice President of Payment Products, Speedpay

NORDIS TECHNOLOGIES

After experiencing technology outages and production delays at its print vendor, Speedpay became frustrated with the time-consuming process for issuing payment confirmations and related customer communications for clients. When technology issues began slowing down output, Speedpay made the decision to move to an improved solution for managing its customer communications.

The solution? Speedpay teamed up with Nordis Technologies to transform the efficiency and flexibility of customer communications for its clients. Nordis' Espresso easy-to-use cloud based system provides Speedpay with direct access and control of the entire document lifecycle – which helps when you send approximately 24 million customer letters per year!

Speedpay can now secure client approval for payment confirmations within hours. The partnership with Nordis has helped Speedpay reduce manual processes and associated administrative expenditures, and achieve document accuracy. The streamlined approach helps ensure fast turnarounds, also enhancing client satisfaction. **How's that sound?**

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