



Plusnet Streamlines Payments and Improves Customer Experience



Expert Guidance Through the Changing Payments Landscape

Plusnet is a provider of broadband services in the UK. In a highly competitive market, combining brilliant service with value for money plans has been a recipe for success. To ensure vital finance processes are completed efficiently, Plusnet has relied on Bottomline for nearly 20 years.

Mairi Macconnell, System Operations Team Leader at Plusnet says, "We share a lot of similar values with Bottomline such as putting the customer first. Throughout our relationship, we have experienced firsthand their commitment to outstanding service, clear communication, and expert guidance through the complexities of a changing payment landscape. I am also very impressed with how their payment platform, PTX, can be moulded to our business requirements. It plays a key role in our ability to deliver brilliant customer service."

Collecting 33,000 Daily Direct Debits

The partnership with Bottomline began with the automation of Direct Debit processing. When a customer signs up for a new contract, the first month's fees are paid by card. The customer also completes a Direct Debit mandate for the monthly charges of their products and services with Plusnet.

Working with Mairi, is Darren Simper, a Systems Operations Analyst. He adds, "We now collect 33,000 Direct Debits each day, 28 days per month. This can add up to £1.5m so it is clear to see why we needed a robust Direct Debit solution. PTX does a fantastic job at ensuring these critical collections are made on time, and that we meet our SLA commitments under the Direct Debit Guarantee."

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CUSTOMER OVERVIEW

Based in Yorkshire, Plusnet has been providing broadband since 1997, with a mission to offer great value packages. At Plusnet, customers mean everything, and that's why they provide straightforward broadband at straightforward prices. All with award-winning service. That's a plus.

BENEFITS



Improve the customer experience in a highly competitive market



Efficiently manage 33,000 daily Direct Debit collections



Minimise collection failures by validating banking details at the point of submission



Replace time-consuming refund processes with digital cheques



Build long-term digital transformation partnership with Bottomline

Over the years, PTX has been a reassuring ever-present as Plusnet has grown and its business requirements evolved. Mairi states, "Where PTX really adds value is in streamlining, automating and simplifying our payments processes as well as giving us greater visibility over these payments. It reduces the manual effort required to complete vital financial activities such as collecting monthly payments or issuing refunds. This frees up valuable time to focus on other activities that benefit the customer."

Digital Cheques Improve the Experience for the Customer and Plusnet

Processing customer payments for refunds and paying out cashback incentives was a time-consuming process that involved sending out lots of cheques as payments couldn't be made directly to a credit card. However, Bottomline's print service eliminated a lot of the manual effort involved. During Covid lockdowns, when access to premises was restricted, Plusnet turned to Bottomline for help.

Mairi explains, "PTX Payouts modernised existing cheque processes which at the time were slow and cumbersome for all parties. It enables us to give customers a link to a secure branded portal where they enter their banking details. Each day, a refund payment file is generated which goes through internal checks. Once approved, a direct credit is made to each customer's bank account. Customers prefer this as they receive the funds more quickly and with far less effort on their part."

More recently, Plusnet has implemented PTX Webforms to securely capture and validate customers' bank details which reduces the risk of future collection failures and minimises the number of queries that might require multiple touchpoints to resolve."

"We looked at other solutions as part of our due diligence, but PTX Webforms did everything that we were looking to achieve, deployment timescales were impressively quick and our relationship with Bottomline meant we had complete confidence in their ability to deliver. I work with the PTX platform every day, each incremental process that we automate saves time and ultimately makes my life easier. That's the highest compliment I can pay,"
adds Darren.

Delivering a Better Customer Experience

Plusnet truly values the partnership with Bottomline - together they have transformed a number of different financial processes, as Mairi states, "The range of PTX solutions that we use has increased over time as our needs have matured and the market has changed. It enables us to offer a better Customer Experience at a lower operational cost. Whether it is removing potential friction in the customer onboarding process or ensuring refunds are made promptly, PTX helps us maintain the award-winning service standards that our customers have come to expect."

On the rare occasions there is a technical issue with a payment file, we know that the experts from Bottomline will react quickly. What really stands out is the clear communication and regular updates that we get which means we know what is happening at all times. This takes away a lot of the stress that we would have normally faced."

Unparalleled Communication, Transparency and Responsiveness

Over the last three years, Plusnet has increased the range of processes that are managed using PTX. Mairi explains, "Every area where PTX is deployed has delivered value to the business and our customers. The ability to simplify the different customer journeys such as collections, refunds or payouts, all enhance the overall Customer Experience. We are actively working with Bottomline to identify other digital transformation and financial process efficiency improvement areas."

Bottomline is a valued and trusted partner. I would highly recommend them to any company that needs proven and reliable payment technology, backed up by a company with a strong service ethos. The communication, transparency and overall responsiveness are unparalleled. Given the total value involved, the ability to resolve any issues before they impact on our collections is priceless."



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REV US010924KV

Europe, Middle East, Africa Headquarters

1600 Arlington Business Park
Theale, Reading, Berkshire
RG7 4SA, United Kingdom

Tel (Local): 0870-081-8250
Tel (Int): +44-118-925-8250
emea-info@bottomline.com