



## IHEEM Building a True Paperless Direct Debt Operation

*"The Bottomline PT-X Managed Service offered us the opportunity to radically change how we manage the end-to-end Direct Debit lifecycle. It was a fairly straightforward decision to switch, and it has since proved to be a very successful decision."*

- Tania Davies  
Chief Operating Officer



### Challenges

- Outdated on-premise Direct Debt solution
- Manually processing paper mandates and cancellations

### Solution

- Bottomline's PTX solution to make UK and international payments in a single platform, all while gaining better control over cashflow and reducing admin time

### Results

- Streamlined automated process
- 100% paperless Direct Debt mandates
- Securely managed service that protects sensitive data and meets GDPR compliance
- Easy and fast member sign up takes minutes
- Overall better member experience

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