Unitil Service Corporation Gains Payment Efficiencies with Bottomline Solution

"We've been a customer since 1998 and Bottomline has been attentive and responsive to our needs."

- Deb Tanner Chaput
Former Accounts Payable Manager

Challenges

- Aging technology required resources and servers to maintain previous on-premise payments solution

- Required to be in-office to make check payments during the COVID-19 pandemic

- Required in-house staff to manage, monitor, and investigate process alerts & errors

Solution

- Payments & Cash Management, SaaS, Cloud solution which enables organizations to centrally manage and automate the execution and reporting of enterprise-wide payments
  - Unitil leveraged the new Outsourced Check Printing and Check Insurance, in the event of a DR situation. This allows employees to send business-critical checks in the event they cannot physically get into their offices for any reason, whether it be COVID, weather, etc.
  - Maintains and updates all security features
  - Investigates, manages and notifies if there are process alerts or errors

Results

- Seamless migration to Payments & Cash Management solution

- Partnered well with Bottomline and provided the information needed and verified testing to go live quickly

- Centralize and automate global payments by logging on to the portal and re-route business-critical checks quickly without having to go into the office

- Reduced in-house tech footprint and time, monitoring and triaging process alerts, freeing up time to focus on the business

- Partnership relationship, responsive and professional support service