

# Customer Spotlight: Towerstone, Inc

## Executive Summary

Towerstone, Inc. believed online payment processing for insurance would help accomplish business goals, such as utilizing technology to streamline processes and provide better customer service. Unfortunately, they did not yet have the tools to make that belief a reality.

## THE CHALLENGES



Lack of options



Not many  
tech-savvy products



Unappealing  
features

## The Results

Teresa Hamm, Accounting Specialist at Towerstone, Inc., needed a system that could talk to AIM, Towerstone's management system. This would effectively eliminate the need to enter data in disparate systems, while also reducing the risk of data over exposure.

"One of the biggest things that stood out [to us] was ePayPolicy's integration with AIM," said Hamm. "We also wanted to use the system to send funds outbound, which we can now easily do."

After less than a year with ePayPolicy, Hamm says ePayPolicy has greatly sped up and streamlined Towerstone's receivables, reporting that approximately three policies a week are saved from cancellation.

"It used to be that if a policy was due to cancel that day, agents were scrambling to figure out how to get the funds to us," she said. "Now, agents can go online and immediately make payments."

*“ We looked into several credit card processors, but we just kept coming back to you guys. ”*

*Teresa Hamm, Accounting Specialist at Towerstone, Inc*

