

# Exceptional Service and Expertise Drive Successful Implementation

Frank Winston Crum Insurance (FWCI) needed an Electronic Bill Presentment and Payment (EBPP) platform that could seamlessly integrate with its core billing software to help innovate premium payments to ensure the most efficient install, they wanted an EBPP provider with proven implementation expertise.

## 1—THE CHALLENGE

Implementations tend to be difficult, time-consuming, and cause many unforeseen challenges. FWCI was looking for an electronic payment platform that could combat these issues to ensure minimal disruption during implementation.

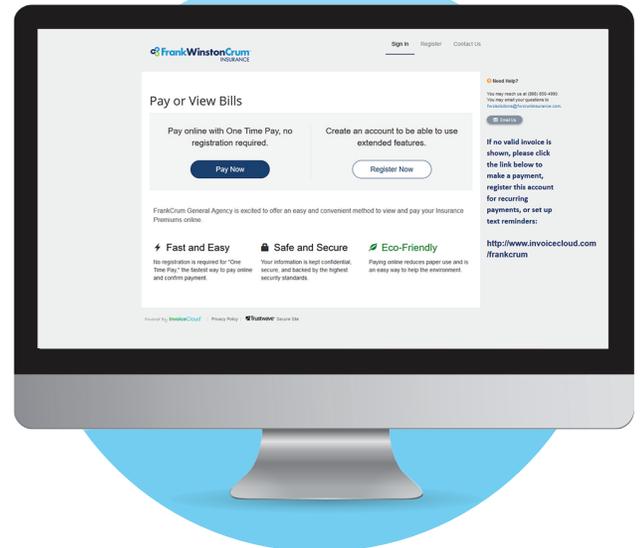
## 2—THE SOLUTION

FWCI needed an EBPP provider with a history of successful integrations and an outstanding customer support team that could provide rapid solutions for the most effective implementation.

## 3—THE RESULTS

Since selecting Invoice Cloud, FWCI has enjoyed several benefits, including:

- Efficient, tight billing software integration
- A seamless customer experience
- Real time data exchange
- Continued client support



**"Invoice Cloud's client support is wonderful. Anytime we need something they are on it, detailed-oriented, and get it pushed through to provide the resolution needed."**

**Sharon Drake**

Business Analyst

Frank Winston Crum Insurance

**FrankWinstonCrum**  
INSURANCE

### ABOUT FRANK WINSTON CRUM INSURANCE

Frank Winston Crum Insurance is based in Florida and offers a variety of insurance products to meet policyholder needs across 37 states and growing.

### ABOUT INVOICE CLOUD

Invoice Cloud® provides trusted, secure e-payments and the highest adopting Electronic Bill Presentment and Payment (EBPP) solution. To learn more, visit [invoicecloud.com](http://invoicecloud.com)

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