

TALKING TYPE SAMPLE

CAMERA TAPE TRANSCRIPTION WITH TIME CODE EVERY MINUTE OR WITH SPEAKER CHANGE

[00:02:59] One of the biggest initiatives we have is replacing our billing system, and we chose the SCS solution for that. Billing and the billing process and the billing technology is really important for us to understanding the customer experience and meeting what our customers are needing over time, and so we were looking for a solution that could help us move forward in that and differentiate ourself.

Producer: Could we do the second half of that question again?

Interviewer: So the second half, that was when you got the specific billing.

Mike D: Okay. Do that again?

[00:03:31] Our largest initiative at Western Natural over the last year has been the implementation of a new billing system. Billing and the quality of the billing process is really important for us to meet the needs of our customers, and we were looking for a solution that could help us differentiate ourselves and how we perform billing and actually set us apart from other competitors in the industry.

[00:04:06] Interviewer: Great. Thank you.

So in that regard, why did you choose to work with SCS?

Mike D: We chose to work with SCS for three reasons. Primarily it was the reputation of the Exceed billing system in the marketplace, the rich functionality it offered, but also SCS's track record for implementations. At the time we had understood that 20% to 30% of all US auto policies were being billed through the Uneek billing system of some kind for some carrier, and we want a proven system, and SCS met that need, and just as important as the deep

functionality within the system was the ability to implement the system and to support it on an ongoing basis.

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Our history with SCS, we knew that they had the ability and they had the resources to make our project successful, so we were looking for them to help partner with us to actually implement it, and we knew we couldn't do it ourselves, so it was critical for us to partner with somebody that had the wherewithal to do it and do it right.

