CASE STUDY

smart autocare™

Smart AutoCare minimizes manual tasks to increase efficiency, security, and create new revenue streams.

wex™

Case Study

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Client overview

Founded in 1986 in Richardson, Texas, Smart AutoCare has a history of excellence in offering industry-leading vehicle coverage that helps customers save money in the long term. Warranties include vehicle service contracts as well as ancillary coverage on restorations such as paintless dent repair, tires and rims, windshields, key replacement, and more.

Smart AutoCare adjudicates more than 7,000 claims per month, paying out an average of $5.5 million.
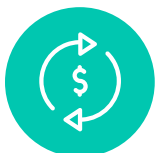
Results

Greatly reduced the amount of legacy, manual tasks across the accounts payable (AP) department through automation.

Streamlined payment processes to increase speed and efficiency.

Increased payment security by reducing the level of fraud risk associated with physical payments.

Created a new revenue stream within the AP department through VIP rates and monthly rebates.

The challenges

The sheer volume of claims that Smart AutoCare processes on a daily basis quickly revealed why they needed to move away from the mostly manual payments process in which they operated. Traditionally, Smart AutoCare would make a phone call to each repair facility to share credit card information over the phone or give a heads-up about a paper check they were sending through the mail.

Smart AutoCare was committed to building a more efficient, streamlined process, and they soon realized the problems with their current processes:

❯ **Their processes were too slow.** With over 450 claim payments per day totaling well over $450,000, Smart AutoCare needed a solution that was faster, more efficient, and could facilitate the growing volume of payments that they adjudicate each day.

❯ **Their processes could cause problems for their customers.** Most repair shops, understandably, will not release a vehicle until they've received payment for the work that's been done. Oftentimes, that means customers are waiting around at the shop for their vehicle while a manual or over-the-phone payment is made — which is not ideal for any involved party.

❯ **Their processes are not secure.** Most forms of manual payment, be it over the phone or by paper check, come with an inherent risk of fraud and a lack of monitoring capabilities.

❯ **Their processes cost more money.** Physically processing invoices isn't free. And with the number of payments that Smart AutoCare handles on any given day, processing fees can add up quickly — turning AP into a cost center when, in reality, it can be a revenue generator.

Realizing these pain points, Smart AutoCare quickly noticed how electronic payments could not only help to streamline operations, but also grow their business.
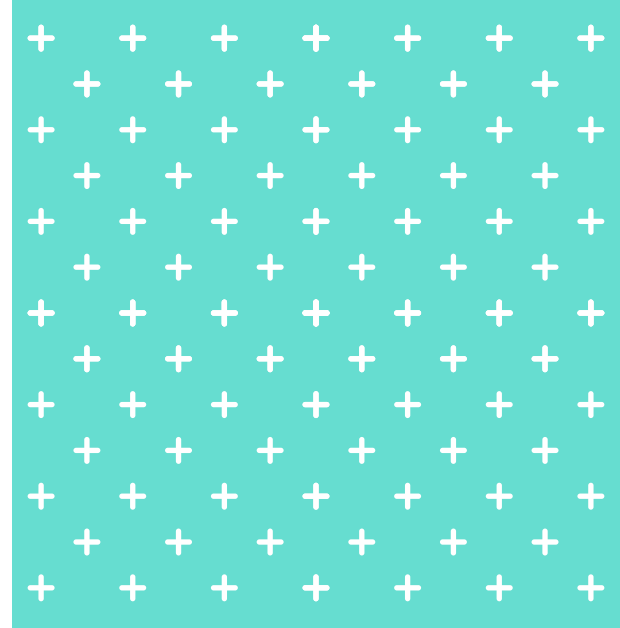
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How WEX helped

The WEX digital payments platform has been instrumental in streamlining payment processes for Smart AutoCare. Through broad issuing capabilities, technology investments, and a focus on customer service, WEX provides a unique product that is executable in-house. This ability to build systems within a business's existing operational structure increases payments flexibility and facilitates quicker rebate payments.

As a result, Smart AutoCare has been able to increase payment and reconciliation volumes and planning accuracy while also taking advantage of the benefits of virtual card payments including quicker rebates to grow its revenue.

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The results

With the WEX digital payments platform fully incorporated into Smart AutoCare's accounts payable department, Smart AutoCare is now enjoying the benefits of a streamlined, efficient, and secure process.

WEX wrote a custom API between Smart AutoCare's systems and the WEX system that enables electronic payments to flow seamlessly. This allows the customer to:

Authorize exact payment amounts for vehicle repairs. Pre-authorized, randomly generated, and single-use cards greatly reduce the risk of AP fraud. Now, repair shops can only run a payment for the exact dollar amount that Smart AutoCare has specified — not a penny more, not a penny less — increasing the security of every transaction and mitigating human error.

Save time and money. Unlike traditional checks, sending a clean payment electronically is completely free — and much faster. This has enabled Smart AutoCare to make more claims payments on a daily basis.

Enjoy long-term growth for the business. Since partnering with WEX, Smart AutoCare's contract sales have grown. Today, they're processing more claims and making more payments every day, which has carved out a clear path for continued growth well into the future.

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Want to learn more about WEX and how you can save time and money for your business?

Get in touch with a WEX representative today.

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