



Case Study

D&D Motors: Transforming Collections With Flexible Payments and Better Support



“Switching to BlytzPay gave us more than a payment platform; it gave us a better way to connect with our customers. The difference in engagement and satisfaction is night and day.”

~Roy Droll, President, D&D Motors

The Challenges

Two years ago, D&D Motors found themselves stuck with a payment provider that wasn't meeting their needs. Their former payment solution created frustrations for staff and customers alike with service delays, lack of responsiveness, and limited flexibility. Collections were slowing down, and staff time was increasingly spent troubleshooting rather than supporting customers.

D&D Motors knew they needed more than just a processor—they needed a true partner who could provide better support and responsiveness when issues arose, advanced features like recurring payments and text-to-pay, and a more engaging payment experience that would reduce call volume and free up staff time.



The Turning Point

After evaluating alternatives, D&D Motors made the decision to switch to BlytzPay. What stood out wasn't just the technology, but the partnership: BlytzPay's team listened, adapted, and offered an educational approach that built trust from the start.

For the D&D team, this meant the ability to modernize collections with flexible tools while knowing that when challenges arose, help was just a call or message away.

The BlytzPay Difference

With BlytzPay in place, D&D Motors quickly implemented new capabilities that streamlined operations and improved customer engagement. Recurring payments allowed customers to set automated schedules, reducing manual follow-ups and keeping accounts current. Text-to-pay gave customers a fast, app-free way to pay right from their phones. Payment reminders improved on-time payments through proactive notifications. And promise-to-pay tracking gave staff a clear way to log commitments and follow up, improving accountability.

Together, these changes simplified collections and gave both staff and customers a more positive experience.

Results That Matter

Since making the switch, D&D Motors has seen measurable improvements across their collections process. Staff spend less time fielding payment questions thanks to reduced incoming calls and can now focus on proactive outreach. Greater visibility and improved communication have also lowered chargeback volume.

BlytzPay's adaptability has made it easier to meet customer needs in real time, and the addition of text messaging has created a faster, more convenient, and more responsive experience for customers. Their success has already inspired multiple dealerships in their 20 Group to adopt BlytzPay, expanding its impact across the industry.

For D&D Motors, BlytzPay isn't just a vendor—it's a partner helping them shape a more efficient, customer-friendly future for collections.

“BlytzPay’s customer support, flexibility, and text-to-pay features have transformed how we connect with customers and manage collections.”

~Lisa Roe, Collections Manager, D&D Motors

