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Lightening the Lift in Healthcare Payments

The Allegiance Group & Basys Story



Basys does what they say they're going to do—and in this industry, that's rare.

Anne Orrick, COO, Allegiance Group

Overview

Allegiance Group supports thousands of healthcare providers through [COLLECTPlus](#), a platform that unifies patient pay, billing and collections. But for years, one key piece of the revenue cycle added complexity instead of clarity: payment processing.

From day-to-day inefficiencies to delayed onboarding and opaque pricing, Allegiance Group's clients were navigating the worst parts of legacy systems—and so was Allegiance Group's team. They needed a better experience for their users and fewer fires for their internal teams to put out.

Enter [Basys](#): a payments partner who could simplify the complex, offload operational strain and offer a transparent, empathetic approach in a space where exploitation had become the norm.

The Challenge

Complexity, Confusion & Costly Workarounds

Before partnering with Basys, Allegiance Group's clients were routed through legacy payment gateways common in the industry. The result was a maze of disjointed processes:

- ⌘ Long support hold times
- ❓ Unclear error messages and processing declines
- ⚙️ Manual onboarding steps with little guidance
- 📦 Opaque pricing, hidden fees, and no clarity around rates

Internally, Allegiance Group's support team was pulled into payment troubleshooting they weren't equipped to own. "At one point, 35–40% of our service time was spent helping clients with their payment processor," said Anne Orrick, Allegiance Group's COO. "We had become de facto gateway support."

Many clients didn't even realize how much they were overpaying. One was unknowingly being charged for two gateways—and no one at their processor caught it. Others encountered vague fee structures and inflated transaction rates, often without clear justification.

It's a relief to work with a partner that genuinely listens, learns our language and respects the nuances of healthcare.

Anne Orrick, COO



The Solution

A Full-Service Payment Experience. Not Just a Gateway

Allegiance Group was looking for a payment partner that did more than plug into their platform. They needed a team that would:

- ✓ Take over client onboarding
- ✓ Simplify the process for both Allegiance Group and their clients
- ✓ Act with transparency and integrity
- ✓ Offer a modern gateway with healthcare-specific flexibility

They found that in Basys.



Seamless Onboarding

Basys built a fully managed onboarding workflow tailored to Allegiance Group's operational model. Once a client is introduced, Basys takes over—eliminating the need for Allegiance Group to support or train users on payments.



Transparent Pricing

Clients receive side-by-side savings analyses with clear breakdowns of where money is going—no fine print, no surprises. In one case, a client switching from their previous provider discovered they were overspending by more than \$72,000 annually. Basys has helped Allegiance Group clients save thousands annually in processing costs.



Healthcare-Aligned Flexibility

The Basys gateway supports complex workflows like recurring billing, ACH payments and multiple location processing—features critical to Allegiance Group's diverse user base.

Basys wasn't just willing to work with our system—they improved it.

Kathy Gardner, Client Success Manager & Marketing Specialist

Our clients feel more supported, and our team isn't buried in payment setup and support anymore. Basys handles it directly, and they do it well. We know when we pass a client to them, they're in good hands

Laura Cribb, Senior Client Success Manager

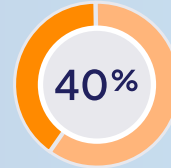
The Results

The Power of Partnership

The results of the Allegiance Group + Basys partnership speak for themselves. Since switching to Basys, Allegiance Group has:

More time for meaningful work.

Since switching to Basys, Allegiance Group has cut payment-related service requests by 40%. Their team no longer plays middleman to legacy gateways — freeing up internal resources to focus on high-value client support.



Reduction in Service Load

Faster growth, fewer roadblocks.

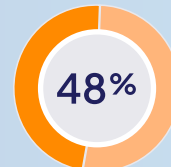
The streamlined onboarding experience has transformed Allegiance Group's ability to scale. With Basys managing setup, Allegiance Group grew client adoption by over 150% in just four years.



More Accounts Onboarded from 2021 to 2025

A better experience for Allegiance Group clients.

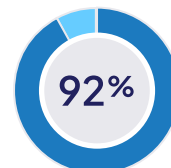
Clients now receive their deposits nearly twice as fast, reducing financial friction and giving them quicker access to working capital — a critical improvement for healthcare providers.



Faster Access to Funds for Allegiance Group Clients

Proof it's working.

Allegiance Group's retention rate is now 92% — well above the industry average. With smoother onboarding, modern functionality and responsive support, clients aren't just staying — they're thriving.



Account Retention Rate

We used to hold our breath when onboarding. Now, our clients get supported, not stuck.

Bruce Gehring, SVP of Business Development

Why It Worked

A True Technology Partnership

Most payment processors take a hands-off approach to integrations. Basys takes a different path—becoming a true partner in the process.

A Partner Who Breaks the Mold:

In an industry often defined by impersonal service and inflexible systems, Basys brought something different: human-first support, deep technical partnership and a willingness to own the hard parts.

Technical Expertise:

Basys adapted its onboarding, parameter delivery, and reporting processes around Allegiance Group's internal workflows. This reduced friction, eliminated duplication and ensured a seamless experience for both teams.

Empathy Over Exploitation:

From the start, Basys proved it wouldn't operate like legacy processors. No hidden fees. No vague responses. Just a partner committed to clarity and follow-through.

Ongoing Collaboration:

Basys holds regular check-ins with Allegiance Group's team, fine-tunes its processes based on client feedback and updates configurations in real time.

With most processors, you feel like you're being taken advantage of. With Basys, our clients feel taken care of.

Anne Orrick, COO

Conclusion

Redefining Expectations For Healthcare Software

The Allegiance Group + Basys partnership is proof that the right payments partner doesn't just solve problems—they prevent them. By lightening the operational lift and offering a truly empathetic, transparent approach, Basys helped Allegiance Group move faster, serve better and grow smarter





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Interested in learning how Basys can power your platform's payment experience? Let's talk.

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