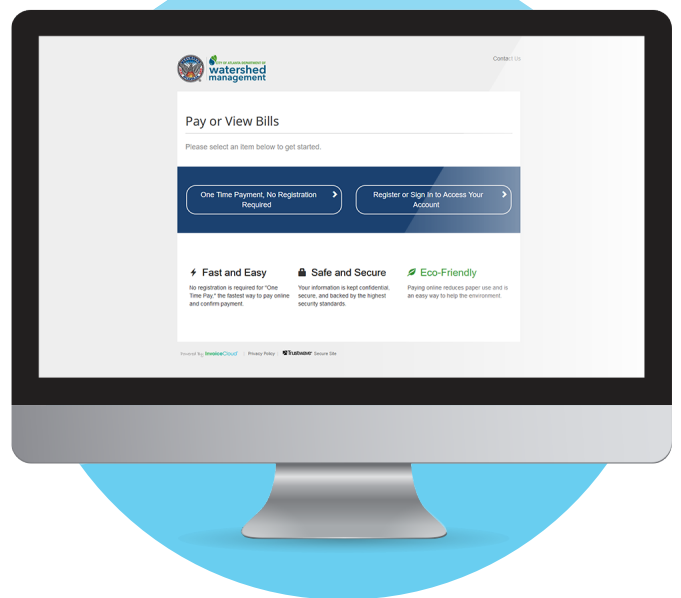


# The City of Atlanta Increases Customer Satisfaction and Staff Efficiencies by Streamlining Payments

The inability to view customer payments in real time was creating significant challenges for the City of Atlanta Department of Watershed Management (DWM). As a result, the DWM was in search of a digital payment platform that could help them overcome payment processing obstacles to improve operational efficiency and increase customer satisfaction.

After switching to Invoice Cloud, the City of Atlanta DWM has seen several benefits, including:

- Improved payment processing with real-time data
- Increased self-service and e-payment adoption
- Higher customer satisfaction
- Reduced customer service call volume
- Increased operational efficiencies



**“Invoice Cloud solved our greatest payment processing obstacles leading to better, more efficient customer communications, and freeing up more time for our busy Customer Service staff to focus on higher priority needs.”**

**Vickey Ponder**  
Senior IT Project Manager  
City of Atlanta Department of  
Watershed Management

## BY THE NUMBERS:

Since Month 1 – The City of Atlanta DWM saw:



**614%**  
increase in  
e-adoption



**16X**  
paperless  
enrollment



**40%**  
of customers  
set up bill pay  
reminders



**Decrease**  
in payment  
related calls

## ▲ 1—THE CHALLENGE

The DWM's inability to access payments in real time was causing frustrations for both the city and its water utility customers, especially since it could take up to 7 days to view a payment. The DWM needed a digital payment platform that would easily integrate with their self-service portal to provide real-time payment data and increase operational efficiencies. Other challenges included:

- Poor user experience led to low customer satisfaction
- Increased customer service call volume
- Lack of self-service functionality increased staff workload
- High costs associated with printing and mailing paper bills

## 💡 2—THE SOLUTION

The DWM needed an electronic bill presentment and payment (EBPP) platform that would help them overcome payment processing obstacles to more effectively achieve business goals. They chose Invoice Cloud as it provided everything they needed to:

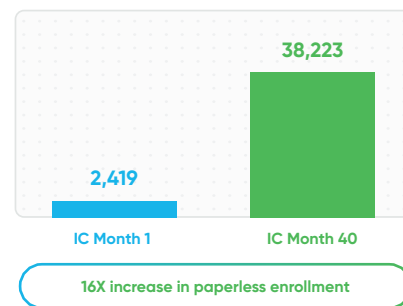
- Access real-time payment data to provide better customer communication
- Enable a better user experience to drive more digital payments
- Increase e-adoption for more efficient collections
- Simplify paperless enrollment to decrease print and mail costs

## 💎 3—THE RESULTS

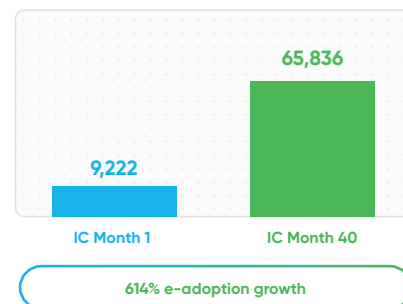
Since implementing Invoice Cloud, the City of Atlanta DWM has realized significant benefits, including:

- **Increased self-service and higher customer satisfaction** due to superior user experience and enhanced customer communications
- **Improved staff efficiencies and reduced call volume** with real-time payment updates and increase e-adoption
- **Lower print and mail costs** due to higher paperless adoption
- **More efficient payment process** with a seamless integration to Systems & Software's Capricorn self-service customer portal

### Paperless Enrollment



### Monthly e-Payments



### ABOUT THE CITY OF ATLANTA DEPARTMENT OF WATERSHED MANAGEMENT

The Department of Watershed Management is a trusted regional public utility serving 1.2 million customers each day. Core services of the Department include treatment and delivery of safe drinking water, treatment and collection of wastewater and management of stormwater in the City of Atlanta.

### 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](https://invoicecloud.com)

InvoiceCloud®