

City of Billings Increases E-Payments with User-Friendly Solutions from Invoice Cloud and VertexOne WaterSmart

With a population of 110,000, the city of Billings, Montana needed an efficient way to process payments for the City’s water, sewer, and garbage accounts. While looking for a billing platform, the City was also implementing VertexOne WaterSmart™—an engagement and data analytics platform that delivers outbound communication solutions, automated self-service, and water usage insights. Together with Invoice Cloud and VertexOne WaterSmart™, the City was able to provide its citizens with an easy-to-use payment solution that resulted in several benefits including:

- Increased e-adoption rates and online payments
- Decreased payment-related issues and customer complaints
- Increased staff productivity



"The power of this joint solution has drastically reduced our time spent on the phones. With the time saved, we have been able to focus on other critical projects, utilize more time for training, and overall, there is a more positive working environment."

Christina Fox
Utility Business Manager
City of Billings, MT

BY THE NUMBERS:

City of Billings saw:



1—THE CHALLENGE

Billings's previous payment platform not only offered low-level online payment options but was also difficult to use for both the City's residents and staff. With a diverse range of digital savviness among the City, Billings needed a payment platform that would make paying bills online as easy as possible. Other challenges and concerns included:

- Transitioning to a new platform and technology changes
- Finding a solution that was intuitive and user-friendly for both staff and residents
- Reducing customer complaints about payments
- Simultaneously implementing VertexOne WaterSmart™

2—THE SOLUTION

As a reliable and trusted name in the billing and payment industry, Billings was confident that Invoice Cloud was a natural fit. Invoice Cloud was able to offer Billings everything they were looking for in a solution including:

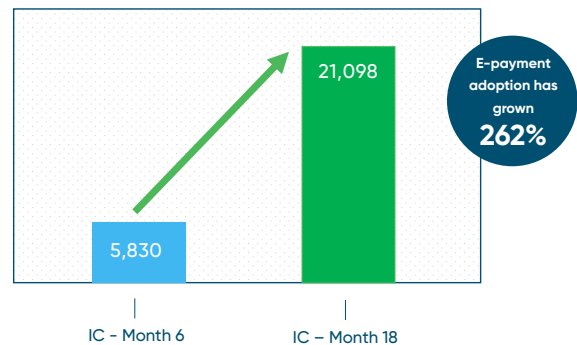
- Proper training and guidance to implement the new platform
- Seamless integration with Billing's other systems including their VertexOne WaterSmart™ Engagement Platform
- User-friendly payment platform that is easy to use for both residents and staff
- Quick and efficient customer service to assist with any post-implementation questions

3—THE RESULTS

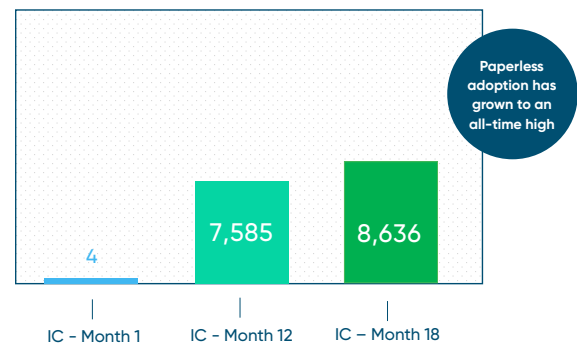
Since implementing Invoice Cloud and VertexOne WaterSmart™, the City of Billings has seen a number of improvements including:

- **Increased online payments and higher e-adoption rates** thanks to a simple and intuitive user-friendly billing platform
- **Easier reconciliations** with seamless integrations across other systems including the VertexOne WaterSmart™ Customer Self-Service Portal
- **Increased productivity among staff** as they spend less time on the phone for customer inquiries and spend more time on critical projects
- An overall more **positive work environment** with customer complaints declining and a decrease in payment issues

Monthly E-Payments



Paperless Enrollment



ABOUT CITY OF BILLINGS

The City of Billings is located in the state of Montana with a population of nearly 110,000. Its Public Works department processes payments for the City's water, sewer and garbage accounts.

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

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