InvoiceCloud® CASE STUDY

Carteret-Craven Alleviates Staff Workloads and Data Breach Concerns with a Modernized Payment Solution

Within the first 9 months, Carteret-Craven Electric Cooperative saw:

131% Increase in electronic payment adoption

48% increase in paperless enrollment

38% Decrease in walk-in payments

22% Decrease In payment related calls

20% Decrease in mailed checks

Carteret-Craven Electric Cooperative (CCEC) was searching for a modernized payment solution that could both alleviate staff workloads and address data security concerns. The co-op wanted to partner with a secure, industry-leading billing and payments solution that could offer peace of mind, conserve resources, and provide the user-friendly payment experience its members desired. After selecting InvoiceCloud as its EBPP solution, CCEC was able to:

- Significantly decrease payment-related call volumes and paper billing by transforming collections
- Increase online payment and self-service adoption through an enhanced payment experience
- Boost customer satisfaction by keeping pace with member expectations
- Reduce risk by offloading compliance to a secure SaaS system

"InvoiceCloud provided a huge relief on internal resources by alleviating the stress of data breaches and spikes in workflow for manual payments with a modernized payment solution. Calls, walk-ins, and mailed checks all declined, enabling us to shift our time and energy to other pressing needs."

CCEC Carteret-Craven Electric Co-op
Powered by our members!

Randy Carr
Carteret-Craven
Electric Cooperative,
VP of IT Systems

The Challenge

Until implementing InvoiceCloud, CCEC was hosting sensitive data on its own server, which made for a cumbersome collection experience and increased the PCI compliance burden for the co-op's internal IT team. Plus, to conserve time and resources, CCEC would need to find a payment system that wouldn't disrupt CCEC's current CIS. Besides those concerns, the co-op also struggled with:

- High organizational costs associated with managing paper billing and expired payment information

- Increasing call volumes for payment challenges

- Member dissatisfaction with CCEC's outdated payment experience

- High volumes of walk-in payments, detracting from staff productivity

The Solution

The entire CCEC team was anxious to make the transition to an EBPP system that could reduce PCI risk, alleviate internal pressure, and modernize payments for end-users (the co-op members). CCEC was relieved to discover InvoiceCloud, as our system offered everything the co-op would need to:

- Seamlessly integrate a payments platform with CCEC's existing CIS

- Offer a state-of-the-art payment experience that could adapt to member preferences

- Streamline internal operations and conserve resources

- Offload compliance liability and offer consistent security patch updates to securely store payment information

The Results

Since implementing InvoiceCloud, Carteret-Craven Electric Cooperative has seen fantastic results, including:

- **Increased member satisfaction and self-service** through modern, easy-to-use payment offerings

- **Improved staff productivity** due to fewer payment-related calls and walk-in volumes

- **Reduced print and mail costs** with increased paperless enrollment

- **Improved operational efficiencies** with a seamless and secure integration with their core billing system

- **Reduced PCI scope and data security risk** by offloading compliance liability to InvoiceCloud's secure SaaS solution

About Carteret-Craven Electric Cooperative

Headquartered in Newport, North Carolina, Carteret-Craven Electric Cooperative (CCEC) serves 44,000-plus meters in Carteret, Craven, Jones and Onslow counties. CCEC is one of 26 not-for-profit electric cooperative utilities in North Carolina and more than 900 nationwide. The cooperative is part of Touchstone Energy, a nationwide family of co-ops exhibiting the core values of integrity, accountability, innovation and commitment to community.

About InvoiceCloud

InvoiceCloud® provides trusted, secure e-payments and the highest adopting Electronic Bill Presentment and Payment solutions. To learn more, visit invoicecloud.com

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