

# City of Escondido Reduces Payment Calls by 69% in 9 months with Superior UX

After 9 months live,  
the City of Escondido saw:



In order to meet its PCI compliance requirements, the City of Escondido decided to move its online payment processing to a third-party vendor. Unfortunately, the system that was implemented created challenges for the city and its citizens through a difficult user experience, lack of convenient payment options and lack of real-time integration, among other issues.

After switching to InvoiceCloud, Escondido has seen several benefits, including:

- Increased self-service and paperless adoption
- Higher customer satisfaction and staff morale
- Reduced staff workloads and manual labor
- Decreased print and mail costs
- PCI Level 1 Compliant security

The City of Escondido chose InvoiceCloud based on a proven ability to simplify enrollment and provide a better user experience in order to drive more digital payments.

## The Challenge

Escondido's previous online payment processing vendor caused challenges for both the city and its citizens. A difficult user experience spiked call center volume, as customers needed assistance completing basic tasks such as registration. In addition:

- Lack of convenient payment and reporting functions increased manual workload for CSRs and staff
- Lack of real-time integration slowed collections
- No paperless billing program existed to reduce expenses for the city

## The Solution

Escondido needed an electronic bill presentment and payment provider that could help quickly remove current obstacles. They chose InvoiceCloud based on a proven track record and the ability to help:

- Simplify enrollment to provide a better user experience and drive more digital payments
- Increase customer self-service payment options to reduce calls and improve staffing efficiencies
- Simplify collections with real-time integrations
- Decrease print and mail costs

## The Results

Since implementing InvoiceCloud, Escondido has realized significant benefits, including:

- Increased self-service and higher customer and staff satisfaction due to an enhanced user experience, expanded payment options, and easier enrollment process
- Improved efficiencies that enable staff to shift focus to higher priority items
- No lost data and reduced manual labor with a real-time software integration
- Lower print and mail costs due to higher paperless adoption
- PCI Level 1 security to protect sensitive data



### About The City of Escondido

The City of Escondido is located in Southern California, just 30 miles northeast of San Diego. Its Utility Billing office, which is a division of the Finance Department, processes payments for Escondido's over 30,000 utility customers.

### About InvoiceCloud

InvoiceCloud® provides trusted, secure e-payments and the highest adopting Electronic Bill Presentment and Payment solutions. To learn more, visit [invoicecloud.com](https://invoicecloud.com)

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