

## Case Study

# North Huntingdon Transforms Payment Ecosystem with Frictionless, Customer-Centric Digital Solution

### THE CHALLENGE

North Huntingdon's previous digital payment system lacked the modern-day functionality customers desired, creating a flawed user experience that increased friction in the payment process. Furthermore, they learned that their digital limitations increased manual payments, along with staff workload.

### THE SOLUTION

Upon realizing a change was needed, North Huntingdon was delighted to find a solution that seamlessly integrated with their core CIS to provide an engaging, customer-centric experience to make paying easy. They chose InvoiceCloud as their platform provided everything they needed to:

- Remove payment friction for a more user-friendly experience and increased self-service
- Deliver on customer expectations with a unified, customer focused experience across all payment channels
- Reduce payment delinquencies with intuitive options like AutoPay, scheduled payments, and intelligent reminders
- Improve staff efficiencies with Online Bank Direct auto-match technology for easier reconciliations
- Simplify payments with a seamless SSO to their core utility billing software portal

"We liked our old payment system until we learned about InvoiceCloud. With InvoiceCloud we were able to adapt to customer expectations for digital payments, while improving collections efficiencies. Now, we have time back in the day to focus on other tasks, like scanning files to reduce storage."



**Christy J. Stewart**  
Finance Director  
North Huntingdon Township Municipal Authority

### ABOUT NORTH HUNTINGDON

North Huntingdon provides sanitary sewer service to over 12,577 customers in North Huntingdon Township, PA and small portions of its bordering communities. The system includes 290 miles of collection sewers, 14 pump stations, and the Youghiogheny Treatment Plant facility.

### THE RESULTS

With InvoiceCloud, the city has achieved:

**58%**



increase in  
electronic payment  
adoption

**123%**

increase in  
paperless  
enrollment



**136%**



increase in  
AutoPay  
enrollment

**29%**

reduction in  
late payments  
to date



**63%**



decrease in  
mailed-in  
payments to date