

San Jose Water Seamlessly Launches a Fully Supported Digital Solution to Transform the Payment Experience

San Jose Water, an investor-owned utility providing water service to over one million residents, was looking for a modernized solution to replace their stale bill payment system that made digital payments challenging for customers and staff alike. Determined to upgrade their underperforming system and provide customers an improved digital payment experience, San Jose Water explored new digital engagement and payment solutions.

Upon learning about the high adoption rates three of their affiliates had achieved with InvoiceCloud's digital engagement and payment solution, San Jose Water further reviewed and consulted with their affiliates to determine a path forward. Based on the results and proven integration, they decided to make the switch as InvoiceCloud provided everything they needed for a successful implementation and launch, including:

- Technology partner supported, pre-built, real-time integration with their CIS platform
- Real-time data exchange and coordinated client support
- A dedicated team of implementation experts to provide industry guidance and expertise
- Agility of technology partners and InvoiceCloud's joint approach to overcome any unforeseen internal changes
- Access to automatic system updates with a true SaaS deployment model



"We were anxious about the implementation – similar undertakings with payment platforms can take years to complete and cost thousands of dollars. But thanks to our CIS provider and InvoiceCloud's joint solution and dedicated implementation teams, all deadlines and goals were met with the exceptional collaboration of all parties involved."



John Tang,
San Jose Water
VP of Regulatory Affairs and
Customer Service

The Challenge

San Jose Water was burdened with a legacy payment system that was riddled with obstacles that caused several challenges for staff and customers, including:

- Decreased customer satisfaction from a disjointed payment experience
- Labor-intensive collections draining staff resources
- An underperforming system with limited, siloed payment channels
- Difficult reconciliations with a fragmented tech stack and the lack of a real-time data exchange

The Results

After a fully supported, joint implementation with CIS and InvoiceCloud, San Jose Water enjoyed a straightforward, successful launch of their new digital engagement and payment solutions, including:

- **On-time go-live without delays** despite changes in San Jose Water's leadership and print vendor
- **Reduced IT burden** with access to automatic updates provided by a true SaaS solution
- **Streamlined technology stack** providing a better user experience for customers and staff
- **Multi-faceted communications** to announce the new system, supported by InvoiceCloud's Customer Marketing team
- **70% electronic payment adoption** in the first 3 months creating immediate efficiencies for staff to focus on other priorities
- **Ongoing support** with a dedicated Customer Success Manager to ensure continued success

Source: Based on InvoiceCloud client data, 2023.

The Solution

San Jose Water was seeking a solution that integrated seamlessly with its CIS to streamline payments for a more user-friendly experience. The goal was to increase digital adoption and customer satisfaction, helping to reduce manual workloads. They wanted a proven solution that delivered a seamless integration with their tech stack to minimize disruptions and provide real-time data. San Jose Water chose InvoiceCloud as they provided everything needed for a successful go-live, including:

- A smooth implementation with the support of a dedicated project manager to uphold established schedule and objectives
- Seamless integration with their CIS for a better end-to-end user experience
- Hands-on training with instructional classes, platform testing, and a learning resource center to ensure a successful kickoff
- Minimal lift for internal teams with InvoiceCloud handling the bulk of the implementation workload
- Ongoing customer service and customer marketing support to maximize outreach efforts



About San Jose Water

Founded in 1866, San Jose Water is an investor-owned public utility, and is one of the largest and most technically sophisticated urban water systems in the United States. The company serves over one million people in the greater San Jose metropolitan area, comprising approximately 139-square-miles.

About InvoiceCloud

InvoiceCloud®, an EngageSmart solution, is the leading provider of online bill payment services. Founded in 2009, the company has grown to be one of the leading disruptors in the cloud-based electronic bill presentment and payment (EBPP) space.

InvoiceCloud®