Dalton UTILITIES

Dalton Utilities Improves Efficiencies with Superior Customer Experience Driven by IVR Solution

"A good day is when we do not hear any complaints from our customers because that means the system just works. And we have a lot of good days!"

- Keri Barton

Accounts Receivable Manager
Dalton Utilities

The Challenge

Burdened with a high volume of manual transactions along with payment obstacles that discouraged self-service, Dalton Utilities was in search of a change. While using a competitor, who charged $4 to take payments over the phone and unable to accept debit cards or set up autopay, Dalton Utilities wanted a better way to accept and process payments from their customers. These inefficiencies were putting a strain on staff resources, while frustrating customers. With the emergence of COVID-19 restrictions, they were forced to make a change to a more intuitive, self-service payment platform.

The Solution

InvoiceCloud provides a complete, simple, and secure electronic bill presentment and payment solution that was the perfect fit for Dalton Utilities. The combined power of InvoiceCloud and NorthStar Utilities Solutions, Dalton's customer information system, empowered the utility with digital payment options and an easy-to-use interface, in person and mail in payments decreased significantly and payment by phone increased with the introduction of IVR.

Interactive Voice Response (IVR) technology enables their customers to make on-time payments via a flexible, feature-rich pay by phone solution – anytime, from anywhere. Dalton Utilities takes advantage of customized voice commands so their customers know they are in the right place. With IVR, Dalton Utilities saw a decrease in time Customer Service spent on the phone with customers, thus leading to a more productive workspace.

The Results

After a seamless implementation of InvoiceCloud and NorthStar's joint solution, Dalton Utilities has seen several benefits including:

- **Increase in self-service** options like e-payment adoption and AutoPay
- **Higher customer satisfaction** with a user-friendly payment experience
- **88% decrease** in in-person payments
- **4X increase** in automated phone payments
- More time back in the day to focus on critical business needs