

Case Study

Nixa Modernizes Digital Payments for Superior Efficiency and Customer Satisfaction



THE CHALLENGE

The City of Nixa upgraded its ERP system and needed a new payment solution to match. Their old system was clunky, involving lots of paperwork and inefficient processes that strained staff resources and drove up costs. They wanted a modern digital payment solution that would improve the customer experience, streamline operations, and integrate smoothly with their new ERP system.

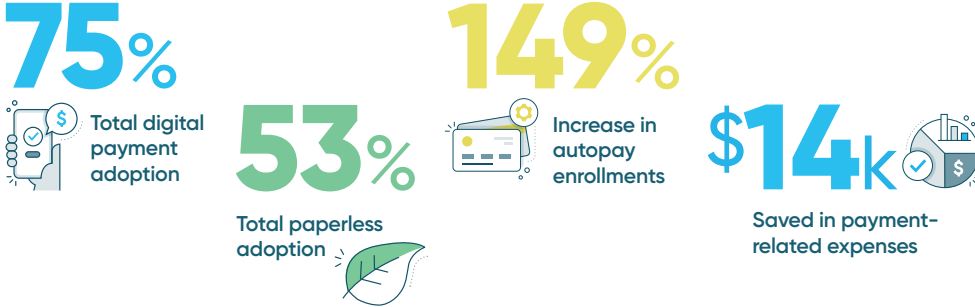
THE SOLUTION

After exploring their options, Nixa selected InvoiceCloud for its user-friendly platform, flexible payment options, and enhanced customer experience. With a proven track record, expert support during implementation and onboarding, and robust customer marketing resources, InvoiceCloud was the ideal choice. Now Nixa offers a customer-focused digital solution that delivers:

- Flexible payment options like digital wallets, text, and IVR
- Intelligent reminders to minimize late payments
- User-friendly experiences for increased self-service
- A seamless integration with their new ERP

THE RESULTS

In the first year, the City of Nixa achieved:



About The City of Nixa

The City of Nixa, located in Missouri, operates its own publicly owned utility, supporting the electric, water, and wastewater needs of more than 20,000 residents.



“Now, we have a user-friendly platform that improves the customer experience, encourages self-service, and cuts down on manual work. This saves time and money, letting us focus on exceptional customer service.”

Jennifer Evans
City of Nixa
Director of Finance

Source: Based on InvoiceCloud client data, and data collected by Nixa, MO in 2024, and provided to InvoiceCloud.