

Case Study

Buda, TX Enhances Resident Experience with a Unified Digital Payment System

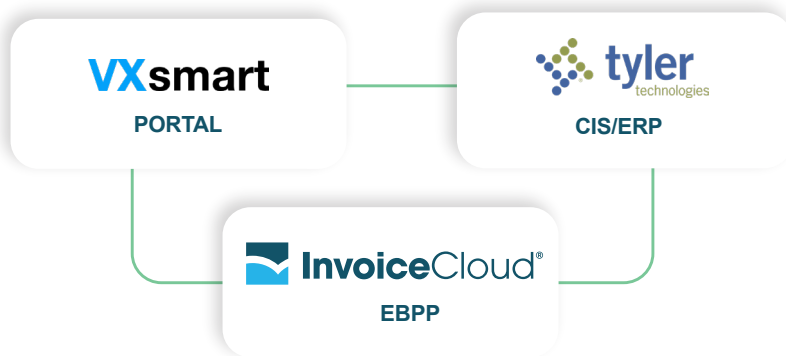
THE CHALLENGE

In the past ten years, Buda, TX has struggled with a population boom that has overwhelmed its billing and payment system, impacting its service quality. The city required a modernized solution to simplify billing processes and provide a self-service platform for residents. This system was crucial for facilitating utility and water bill payments and enabling real-time water usage tracking.

THE SOLUTION

Buda, TX, selected InvoiceCloud due to its seamless integration with their existing customer information system (Tyler-ERP Pro/Incode) and water portal (VXsmart). For residents, it offered a best-in-class single sign-on payment experience with several key features:

- Self-service options, including AutoPay, Pay by Text, and Paperless billing
- Support for multiple modern payment methods, such as Venmo, PayPal, and ACH
- The flexibility to schedule payments at their convenience



THE RESULTS

In just over nine months with InvoiceCloud, Buda achieved:

82% 
Overall electronic
payment adoption

65% 
Enrollment
in paperless

31% 
Enrollment
in AutoPay

25% 
Reduction in late
payment notices

70hrs 
a month saved in
billing-related calls