

Case Study

Carmel Utilities Seamlessly Adapts to Growing Population with Transformative, Customer-Centric Payment Solution

THE CHALLENGE

The City of Carmel Utilities needed a solution that delivered the latest digital payment technology while providing their utility customers with an intuitive, frictionless payment experience.

THE SOLUTION

After a fully supported integration with the city's Oracle utility billing system, they immediately began to see high impact results. InvoiceCloud's solution provided a superior customer experience increasing cost-saving behaviors, while enabling the utility to seamlessly support a growing population without having to add staff.

THE RESULTS

With InvoiceCloud, the city has achieved:

10x

increase in
electronic
payment
adoption



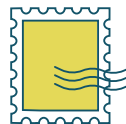
3.6x

increase in
paperless
enrollment



30+%

decrease
in mailed
payments



Countless hours
saved in manual
workload

"We decided to go with InvoiceCloud because we knew we couldn't increase our staff so we needed a solution that would scale with us without having to add manpower. Plus, being a SaaS solution, it set our team up for continued success for the foreseeable future."



Scott Campbell

Manager, Customer Services & Billing
City of Carmel Wastewater Utilities