InvoiceCloud®

Case Study

Chaska Gains Significant Savings Upgrading to a NACHA Compliant, Customer-Centric Digital Payment Solution



The City of Chaska's utility billing department, serving a population of 27,800 residents, was amid a payment system upgrade that would require all users to re-register. Looking for a customer-friendly platform with additional functionality, they took this opportunity to find a new payment solution that streamlined payments and provided their customers with a better user experience.

After discovering InvoiceCloud and switching to the user-friendly experience of their digital engagement and payment solution, Chaska has gained several benefits, including:

- Increased digital adoption with a customer-centric payment experience
- Higher customer satisfaction with modern, convenient payment options
- Reduced print and mail costs through seamless, integrated paperless enrollment
- Improved self-service rates giving staff more time to focus on other priorities
- A real-time, seamless integration with their core billing software

"We no longer stress about NACHA requirements with InvoiceCloud managing our ACH payments, plus customers can now easily sign up for AutoPay on their own. This has provided a huge time savings, which has allowed us to shift our focus to new projects."

CITY OF Chaska MINNESOTA

Wendy Hagen
City of Chaska, MN
Customer Relations Supervisor

In year one with InvoiceCloud, The City of Chaska achieved:

63%
Overall Electronic Payment Adoption

20hrs
A Month Saved in Manual Workload

122%
Increase in Paperless Enrollment

$24k
Saved in Print and Mail Expenses

95%
Growth in AutoPay Adoption

Based on InvoiceCloud client data, and data collected by City of Chaska in 2023 and provided to InvoiceCloud.

THE CHALLENGE

The City of Chaska needed a digital payment solution with user-friendly functionality that provided a smooth, seamless experience for customers and staff. Other challenges for Chaska included:

- Low self-service rates due to a limited payment process
- High call volume to address payment challenges
- The need to meet modern digital payment preferences
- Increased security risks with manual processing of ACH customer information

THE SOLUTION

Facing a payment system update, Chaska was thrilled to find a solution that seamlessly integrated with their core CIS to deliver customers with a modern, intuitive payment experience. Providing a frictionless digital experience for making payments or enrolling in self-service options would digitize manual processes, while freeing up staff resources to focus on other priorities. They chose InvoiceCloud as their platform provided everything they needed to:

- Grow self-service rates with an engaging, user-friendly digital payment experience
- Allow progressive payment options like PayPal, Venmo, and digital wallets
- Decrease CSR call volume with a fully automated pay-by-phone system (IVR) with Spanish language option
- Increase paperless enrollment and automate NACHA compliance by migrating AutoPay ACH payments to InvoiceCloud
- Streamline payments with a seamless integration to their core CIS

THE RESULTS

After a fully supported implementation with the InvoiceCloud team, Chaska immediately began to see the benefits of their easy-to-use, digital engagement and payment solution, including:

- Higher customer satisfaction with a seamless payment experience that adapts to evolving user preferences
- Increased paperless adoption saving $24,000 annually in print and mail costs
- Improved security compliance and manual workload automating ACH payments, saving staff 20 hours a month
- Reduced call volumes and time-per-call with straightforward, customer-centric digital payment solution



About The City of Chaska

The City of Chaska Utility Billing Department manages billing for electric, water, sanitary sewer and storm water services in the Chaska area, serving a population of 27,800 residents.

About InvoiceCloud

InvoiceCloud provides trusted, secure e-payments and the highest adopting Electronic Bill Presentment and Payment solutions. To learn more, visit invoicecloud.com.

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