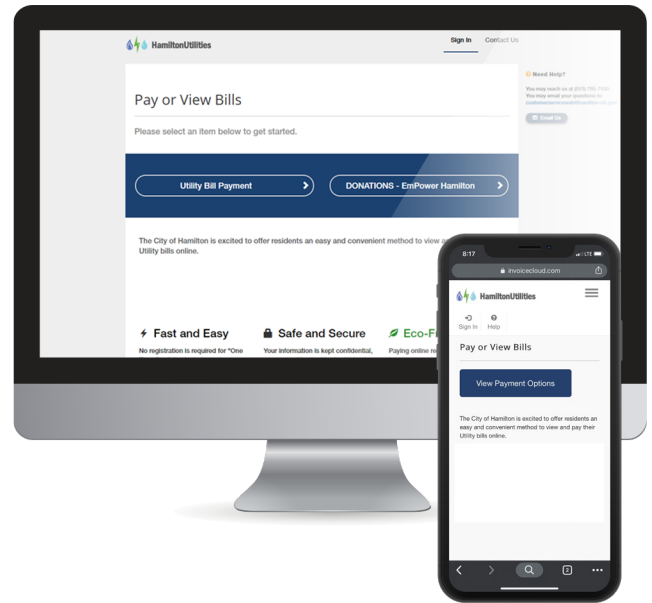


Increased Electronic Adoption Boosts Collections and Efficiency for Hamilton Utilities

The city of Hamilton was in search of an electronic bill presentment and payment (EBPP) solution that could help them overcome collections obstacles to increase operational efficiency and more effectively achieve their business goals.

After implementing InvoiceCloud, Hamilton has seen several benefits, including:

- Increased collections efficiency
- Higher customer satisfaction rates and adoption
- Automatic technology updates
- Decreased print and mail costs



“We’re extremely pleased with the level of adoption from our customer base. Working with the InvoiceCloud marketing and implementation team has been a great partnership to help us reach our adoption goals.”


Christine Carr,
Customer Service Superintendent,
City of Hamilton, Ohio

BY THE NUMBERS:

After 2 months live, the City of Hamilton saw:


Significant decrease
in lobby traffic


26% increase in
Auto Pay



9% increase in
online payments

BY THE NUMBERS:

After 1 year live, the City of Hamilton saw:


21% decrease
in lobby traffic


39% increase in
Auto Pay


31% increase in
online payments

1-THE CHALLENGE

Due to their high volume of bills per month, Hamilton Utilities was faced with several collections obstacles that needed to be resolved as quickly as possible including:

- High costs associated with printing and mailing paper bills
- Too much staff time being used to take payments
- Lower than expected adoption rates and a clunky user experience

3-THE RESULTS

Since implementing InvoiceCloud, Hamilton Utilities has realized significant benefits, including:

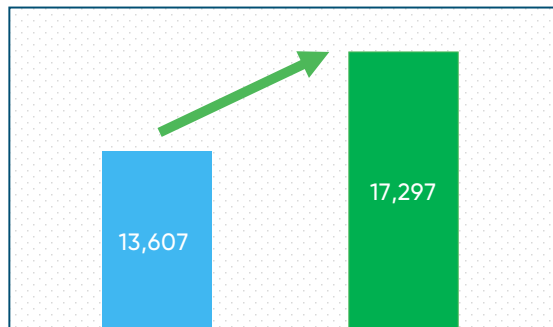
- **Increased self-service and higher customer satisfaction** due to an enhanced user experience
- **Decreased customer churn and improved staff efficiencies** with the increase in e-adoption and Auto-Pay registration
- **Quick and easy technology updates** with a true SaaS platform
- **Lower print and mail costs** due to higher e-adoption

2-THE SOLUTION

Hamilton Utilities needed an EBPP solution that could help them quickly overcome collections obstacles to more effectively achieve their business goals. They chose InvoiceCloud as it provided everything they needed to:

- Increase their collections efficiency
- Improve the customer experience to simplify user interactions
- Provide the latest functionality, without needing upgrades, through a true SaaS platform
- Decrease print and mail costs

Total electronic payments per month

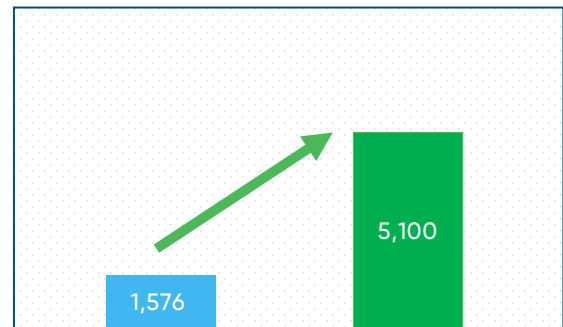


InvoiceCloud -
Month 1

InvoiceCloud
- Month 2

Immediate increase in electronic payment adoption

Paperless adoption with InvoiceCloud



InvoiceCloud -
Month 1

InvoiceCloud
- Month 12

Print savings of \$5,400+ per month



ABOUT THE CITY OF HAMILTON

The City of Hamilton, Ohio has a population of approximately 63,000 and is in Butler County. Its Utility Services Business Division processes payments for all of the city's utilities customers.

ABOUT INVOICECLOUD

InvoiceCloud® provides trusted, secure e-payments and the highest adopting Electronic Bill Presentment and Payment (EBPP) solution.

To learn more, visit invoicecloud.com

InvoiceCloud®