

CLIENT CASE STUDY CITY OF KINSTON

Bridges gap in payment processing using CSG Forte SWP Checkout

THE CHALLENGE

In Kinston, North Carolina (pop. 20,000), residents paid their utility bills directly to the city government. But the city offered limited options for making those payments electronically.

Residents could pay over the phone and in person at a kiosk, but not online. Other city departments, like recreation, police and fire, couldn't accept electronic payments at all.

To let residents pay for utilities online, Kinston officials wanted to integrate payment processing into their billing software's web interface. The city also wanted to enable other departments to accept payments by phone or in person. Kinston turned to CSG Forte for help, and CSG Forte delivered.

THE SOLUTION

CSG Forte developed programming to bridge the gap between Kinston's enterprise resource planning system and a payment interface. The city used CSG Forte's Secure Web Pay (SWP) Checkout tool, which redirects payers from the city's website to a secure, third-party webpage to complete their transactions. SWP Checkout is ideal for governments and other users that want to accept online card and eCheck payments, but don't want to spend budget or technical resources developing their own webpage to process payments.

CSG Forte launched an online and IVR utilities billing solution for Kinston using a convenience fee model and provided technical support. By processing more payments electronically, Kinston staff now handle less cash and fewer checks, which reduces bank fees and saves time.

"CSG FORTE PROVIDES GREAT CUSTOMER SERVICE FROM THE BEGINNING STAGES OF PLANNING TO FINAL DEPLOYMENT. THEY DEFINITELY STILL HAVE A PERSONAL TOUCH THAT IS MISSING IN SO MANY INDUSTRIES."

KATHERINE GWYNN

ASSISTANT CITY MANAGER, CITY OF KINSTON

THE RESULTS

After integrating more electronic payment processing, Kinston saw 41 percent year-over-year growth in the number of transactions processed. The city also received positive feedback from residents who appreciated the ease of making payments through the CSG Forte solution.

CSG Forte was able to provide Kinston with a reliable solution that has proven to be attractive to both city officials and utilities customers. "CSG Forte provides great customer service from the beginning stages of planning to final deployment," said Katherine Gwynn, Kinston's assistant city manager who worked with CSG Forte to implement the payment solution. "They definitely still have a personal touch that is missing in so many industries."

Learn more about how you can expand your payment processing capabilities with CSG Forte as your payment solutions partner by calling 866-290-5400.