

Case Study

“The reliability and simplicity of paygate means we can manage all our outgoing payments and incoming collections efficiently. By giving our consumers choice about which day of the month we collect their payment, we're also providing them with great customer service too.”

Andrew Evans,
Senior Infrastructure
Officer

Carmarthenshire County Council advances customer service with payment options

Challenge

Carmarthenshire County Council processes daily debit and credit transactions totalling over £1m. These include collection of council tax, housing rent and leisure centre membership fees, alongside payment of payroll, pensions and supplier invoices.

Historically the council's IT department were involved in the processing of these transactions to submit and send files, taking up IT resources.

Solution

The Council has trusted paygate to deliver and its predecessor solutions to help it manage payments in and out of the organisation with speed and efficiency, and reduce involvement from the IT team.

The recent update to their paygate solution gives them continued peace of mind, with the assurance that they are always benefiting from the latest security features, regulatory changes and operational functionality to keep their payments compliant and secure.

Outcome

paygate's ease of use has helped the council transform their internal process and deliver an even better experience to their service users.

Setting up users and jobs is very easy and gives the Council's payment team full control of the entire process. This has streamlined their operations and allowed greater flexibility in both processes and staff deployment, resulting in reductions in man-hours and cost savings. The benefits offered by paygate are great for the council's customer service levels too, giving their consumers the ability to choose their own payment collection dates.

Automatic data checking within paygate flags up potential errors to avoid delays, while the digital activity trail provides robust reporting to meet stringent audits.



Got a payment challenge?

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