

Case Study

“ paygate gives us far greater security and a better audit trail on transactions than we had before. We’ve had few occasions to use the Goldstar emergency service but reassuringly when we’ve needed it, it worked brilliantly. We have an excellent relationship with paygate and we are very satisfied. ”

Mike Phillips, Senior Principal Accountant

Pembrokeshire County Council bolsters payment security and auditing

Challenge

Pembrokeshire County Council's payments team is responsible for ensuring the timely processing of nearly three-quarters of a million Direct Credit, Direct Debit and AUDDIS transactions each year, with a combined value in excess of £400m. Managed across nine service user numbers and 3 team members, it's imperative that their payment processing is reliable, efficient and secure.

Solution

The team at Pembrokeshire rely on paygate to keep their payments on track, citing ease of use and consistent reliability as key considerations. Flexible deployment options meant they could retain an on-premise solution and not be pressured into a Cloud service before they were ready. For total peace of mind, they also chose the paygate Goldstar Bureau service to further complement paygate, ensuring their ability to execute payment runs is always protected no matter what.

Outcome

Pembrokeshire County Council have significantly reduced the time to process their payments since using paygate. Saving around 4 man-hours each week, they're achieving a cost reduction equating to almost 30 days a year.

paygate's high reliability gives the authority assurance that payments are made on time, every time, reducing the cost and hassle of rectifying failed or delayed payments.

Easily set up workflows ensure robust management of critical payments, and every stage of the process is controlled and protected by premium security protocols aligned to the authority's own policies.

The authority's strong relationship with paygate, superior software reliability and trouble-free migration to the latest generation product, has led to repeated contract renewal, avoiding time-costly re-procurement.



Got a payment challenge?

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LET'S TALK

