

## Cardiff University slashes payment costs with a fresh approach



“paygate has made a real difference to how we manage our operations, we’ve been able to simultaneously embrace flexibility, reduce costs and bolster technological security. paygate is a trusted partner, they give us total reassurance that our payments remain protected from risk as the payments landscape pushes forward”

**Robert Williams**  
Director of Finance

As one of the oldest universities in Wales and the only Welsh member of the Russell Group, Cardiff University is an ambitious and innovative institution with a bold and strategic vision.

Boasting world-leading research, it employs over 6,000 staff, attracts over 30,000 students from 100 countries and manages an annual income in the region of £500m.

With paygate, Cardiff University manages transactions totalling more than £200m pa including making payroll and supplier payments, and collecting tuition fees and alumni donations, all from one solution.

### Simplicity and flexibility with less failure and risk

Cardiff University’s BACS payment process was complex and inefficient; it relied on smartcards which meant their payment schedule was at risk of costly disruption.

Cardiff University Project Manager ‘ö-Dzin Tridral explains:

“Our previous system required three forms of identification, one for FTP, one for the BACS software and one for the Smartcards. This meant that the setup of a new user was complex and time-consuming. Even once they were set up, if any of the submission process steps failed, it meant having to re-start the submission from scratch - with payroll submissions we had no leeway, so failures could be critical.”

“Smartcard management in particular required a great deal of work to set up and maintain and once in use there were often problems with card security software resulting in the need to re-install it.”

The University needed an improved payment operation that would reduce complexity, minimise critical failures and improve security. They needed greater submission flexibility that would also support flexible working patterns.

## Easy switch to faster and more secure Payments

In addition, Cardiff University's existing solution had been declared end of life and upgrading with their current supplier meant considerable migration fees as well as higher ongoing charges.

They needed a modern, future-ready solution that would eliminate future vulnerability, help them automate for simpler faster processing and provide better contingency planning.

paygate met both current and future requirements while offering the best value for money.

Project Manager, 'ö-Dzin Tridral, commented: "paygate gave us the most thorough demonstration of the platform's capability and operational simplicity, a long term roadmap vision and a guarantee of no End of Life."

## Single login. SMS signing. Work anywhere.

Cardiff University joins a growing number of leading Education institutions relying on paygate for all their UK and global payments. Its modular structure, premium security, guaranteed no End of Life and renowned UK-based Support makes it a lifelong solution tailored to their needs.

For total peace of mind, they complemented paygate with our Goldstar Disaster Recovery service to keep their payments on track in the event of a disaster.

'ö-Dzin Tridral explains the difference paygate technology has made in reducing their costs and increasing efficiency by minimising risk, reducing failed payments and enabling safe mobile and remote working:

"The use of SMS technology has removed our smartcard management overhead. paygate's flexibility means we can now upload files from anywhere on our network and use a mobile phone and SMS for signing, eliminating FTP and smartcards."

"paygate allows us to work from any location with any connected device, and it's reassuring to know that submissions and checks can be made just as securely outside the campus, essential should there be an issue accessing our network or for out-of-hours submissions".

## Up and running in just 4 days

The paygate team worked closely with the University's Finance team to seamlessly transfer from their current product. The whole experience was hassle-free and completed within days, surpassing the team's expectations, as 'ö-Dzin Tridral explains:

"The rapid implementation process was simple and straightforward, remarkably we were up and running in just 4 days."

## Meeting tomorrow's challenges

Going forward, paygate enables Cardiff University to further streamline its financial operations with powerful functionality ready to switch on. Their solution is easily scaled over time with no professional services, while Workflow Designer helps them strengthen security and achieve organisation-wide efficiency.

As payment regulations evolve, paygate solutions and services will ensure they always remain compliant amid all the changes.

## What can paygate achieve for your business?

To find out more about the paygate platform, solutions and Support, contact us on [01462 482333](tel:01462482333) or [sales@paygate.uk](mailto:sales@paygate.uk)

## Case Study

### Challenge

- Labour-intensive, complex payments process
- Poor Smartcard security
- Cost burden of frequent failures
- Legacy EOL product

### Solution

- Complete Cloud payment platform
- Future-ready modular architecture
- Improved security with two-factor authentication
- Robust Disaster Recovery planning

### Outcome

- Rapid switch to simpler, streamlined process
- Flexible and Mobile submissions
- Increased security
- Cost savings and reduced staff hours
- Less need for costly professional services

Got a payment challenge?

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LET'S TALK

