

# The City of Fairfield Transforms Entire Organization with an Innovative Payment Solution

After 2 years,  
the City of Fairfield saw:

136%



Increase in  
paperless  
enrollment

12%



Decrease in  
mailed checks  
to the office

15%



Decline in  
shut off  
notices sent

13%



Decrease  
in late  
payments

A clunky payment processing system and cumbersome customer experience was causing significant challenges for the City of Fairfield. As a result, they were in search of a digital payment platform that could help them overcome these obstacles to provide a better customer experience, while increasing business efficiencies and office morale.

After switching to InvoiceCloud, the City of Fairfield has seen several benefits, including:

- Higher customer satisfaction and improved staff morale
- Increased self-service and e-payment adoption
- Improved collections efficiency and reduced stress on staff
- Decreased print and mail costs
- PCI Level 1 Compliant security

"Since Invoice Cloud was implemented, we now have time to focus on improvements in other areas and participate in special City projects rather than being consumed in customer service all day every day. Plus, thanks to InvoiceCloud, we have finally achieved a consistent, pleasant work environment."

FAIRFIELD

Kate Hurst

City of Fairfield, Ohio,  
Utility Billing & Collections Supervisor

## The Challenge

Fairfield's payment processing platform was inefficient and difficult to use, which caused a lot of negativity with customers and staff. Fairfield needed a digital payment platform that could seamlessly integrate with their core billing software to enhance the payment processing experience and increase customer satisfaction. Other challenges included:

- Limited payment options and self-service functionality
- Excessive staff time used to handle customer complaints
- Increased customer frustration with lack of real-time data
- Limited security preventing the ability to retain payment information

## The Solution

The City of Fairfield needed an electronic bill presentment and payment (EBPP) solution that would help them overcome payment processing obstacles to more effectively achieve organizational goals. They chose InvoiceCloud as it provided everything they needed to:

- Simplify payments and provide a better user experience to drive more digital payments
- Increase self-service adoption to improve staff efficiencies and reduce customer negativity
- Drive higher e-adoption, AutoPay, and paperless enrollment to decrease print and mail costs
- Securely retain sensitive data and provide real-time data updates

## The Results

Since implementing InvoiceCloud, the City of Fairfield has realized significant benefits, including:

- Increased self-service and higher customer satisfaction due to an enhanced user experience and expanded payment options
- Improved operational efficiencies and decreased call volumes with an increase in e-adoption
- Lower print and mail costs due to higher paperless adoption
- Improved work environment and reduced stress with a simplified payment process
- PCI Level 1 security to protect sensitive data



FAIRFIELD

### About The City of Fairfield

The City of Fairfield is located in the state of Ohio. Its Public Utilities Department provides water and sanitary sewer services to a population of over 44,000, as well as processing payments for these utility services.

### About InvoiceCloud

InvoiceCloud® provides trusted, secure e-payments and the highest adopting Electronic Bill Presentment and Payment solutions. To learn more, visit [invoicecloud.com](https://invoicecloud.com)

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