

xpress BILL PAY

Eagle Mountain, UT

Streamlining Payment Processing to Meet the Needs of a Fast-Growing, Young Population



Eagle Mountain, Utah, is a fast-growing city, expanding from merely 250 residents when it was incorporated in 1996 to being home to over 63,000 people today. The city, known for outdoor recreation, boasts a young population with a median age of only 22 years, creating a unique set of challenges for local government leaders.

This younger generation of residents, many busy with young families, have come to expect the convenience of online government services, such as bill pay, and the speed and efficiency common in private sector user experiences.

However, without an integrated payment solution, the City of Eagle Mountain could not provide residents with the effective customer service and timely account information they demanded. Without real-time integration between their payment gateway and finance software, there was often a lag in the account between when a payment or adjustment had been made and when it was visible to the customer since statements were only refreshed every 30 days.

In addition, when utility customers called the city office to ask questions about their accounts, customer service staff would need to compare information from disparate systems to provide answers. Moreover, a staffer would have to be assigned to periodically run down a list and look for posted payments, causing significant inefficiencies and delays in internal workflows.

Population

63,000

Median Age

22 years

Size

50 sq mi

Home Ownership

80%



A Growing Population

A fast-expanding population created new challenges for offering top-notch service to citizens.



Young Residents

A younger than average population expected efficient, online government services.



Inefficient Workflows

Disparate, non-integrated systems increased the staff's workload and slowed customer service.



Service Delays

Without real-time integrations, providing citizens with accurate account information required app-switching.

Solution

Modern, Integrated Payment Processing with xpress BILL PAY



"Before, if [a customer] called the city office to ask us a question about their account, we'd have to compare two screens. [...] Now, particularly on disconnect and shutoff days, we know immediately when a customer has paid."

Kimberly Ruesch | Administrative Services
Director and Finance Director

Xpress Bill Pay provided Eagle Mountain with the modern, integrated solutions it needed to simplify its operations and deliver the exceptional, fast service residents expect.

Xpress Real-Time Display grants Eagle Mountain staff and citizens immediate access to the most accurate account information by automatically updating balances and adjustments after each payment. This integrated workflow not only saves city staff valuable time, as they no longer need to reconcile account information from disparate applications, but also reduces customer service costs, as significantly fewer residents request clarifications regarding their balance.

With an integrated payment platform, Eagle Mountain can process all citizen payments through a single gateway, whether they were initiated through an online portal, a mobile app, text, or a walk-in payment, providing citizens with the flexible payment options

and exceptional user experience they demand. One popular feature, staff says, is a payment link embedded in a text or email notification allowing citizens to click and make their payment without the need to log into their portal account. The city also uses the XBP Forms Builder for business licensing, builder deposits, and other payments.

With an efficient payment workflow for every scenario, Eagle Mountain can operate efficiently with just two full-time and three part-time utility billing staff. In addition, the city also keeps its operations lean by taking advantage of XBP Customer Service, allowing the Xpress Bill Pay team of experts to answer citizen questions about their accounts, autopay setup, or notification settings.



Streamlining Workflows & Providing Accurate Account Information

Transactions are posted immediately to Eagle Mountain's billing software and customer portal, giving their staff and citizens immediate access to the most up-to-date information on their accounts.



Meeting Citizens on their Preferred Payment Platforms

With the flexible self-service solutions and intuitive user interface of Xpress Bill Pay, the citizens of Eagle Mountain can easily pay via an online portal, mobile app, payment pad, phone call, or text message.



Delivering Exceptional Service without Increasing Headcount

With an efficient workflow and customer self-service, Eagle Mountain can operate efficiently with just two full-time and three part-time utility billing staff, even as the city continues to grow.