CAPITA

Integrated business solutions

Online Payments System

Councils are increasingly looking for ways to collect payment for goods and services online, and at Capita Integrated business solutions (Capita) we are continually expanding our solutions portfolio in order to give our customers access to services that will enable them to conduct business online more efficiently, more cost-effectively and, above all, more securely.

Integrated business solutions

Capita has developed an 'Online Payments System' which allows Councils to provide customers with a secure, immediate and simple method for looking up their account details and making bill payments over the internet.

Capita provides the technology, security and services to ensure that exchanges across the internet can really be as easy as clicking a button, and as safe as any ordinary transaction.

Fully Intregrated System

The system integrates with a number of back-office finance and accounting systems, including Integra and Agresso, fully automating the handling of payments from authorisation to posting.

The solution was provided for Wexford County Council and has subsequently been taken up by Cork and Mayo County Council.

Users find that the savings in time and money handling and reduced accounting errors mean the system will pay itself many times over, beyond the simple convenience to you and your customers.

It has the ability cater for items such as:

- Refuse Payments
- Housing Loans
- Water Services
- Dog Licences
- Rents
- Other Non-Debtor Items

The system can be fully integrated into any Council's existing financial management systems, which is in line with e-Government initiatives such as providing better services to the customer while improving efficiency.

A considerable benefit of the "Online Customer Account Service" it its convenience for customers, because it gives them the ability to make their payments whenever and wherever they choose.

Security Ensured

The system has been built with security as a high priority. No personal information of credit/laser information is kept by the system.

The Councils already using the system believe that it offers a win-win scenario.

Customers benefit through improved access to up-to-date information and an easy method of payment, while County Councils benefit through increased operational efficiencies.

The "Online Payments System" integrates with all major finance systems and, among other features, it allows users to:

- View accounts
- Print copies of invoices
- Print statements
- Raise queries on transactions
- Drill down and see the information behind the invoices
- Make payments online

Features

- Easy to use
- Can be customised to interface with other software
- Tuned to your specific needs
- More flexible than packaged software

Business benefits

- Significant business advantage over your competition
- Incorporate business processes that are specific to you
- Specifically designed for your particular requirements

Professional Service

Taking online payments is essential in providing a professional online service to your customers.

As a leading solutions provider, Capita can enable you to accept credit cards and other forms of payment online in a simple and secure manner.

Our mission is to look at ways to reduce your operating costs, increase your sales, keep your customers coming back and see your organisation succeed.

Big or small, local or national, Capita will work with you to provide Online Payment Solutions tailored to your specific needs.

> " A custom application may be a better solution than a standard, off-the-shelf, software application. Off-the-shelf software is designed for a wide range of businesses and may not be ideally suited for a specific business. "

About Capita Integrated business solutions

Capita IB Solutions has an excellent track record of delivering expert support and consulting to Public, Private and Not for Profit Organisations. Ranging from top-down business analysis and enterprise modelling to database design, application implementation and tuning, a comprehensive package of methodologies, support, training and consultancy services has been developed to ensure the success of all projects within a defined framework of quality, cost and time.

Business strategy

Our consultants can work with you to ensure your business strategy is supported by coherent and business-aligned systems.

Technical support

We offer a full range of technical consultancy and support services to ensure the effective delivery of your solution.

Healthchecks

Our regular healthchecks review the solution architecture and recommend changes or enhancements.

Implementation & Design

We assist clients during all phases of the development life cycle, with teams encouraged to acquire the knowledge to maintain and support the systems.

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