UTILITEC
a doxim company

Flexible Payments Solution for Modern Customer Experience

Utilitec Electronic Billing & Payments Processing Solution (EBPP)

Deliver Personalized, Customer-Centric Experience

For Utility Providers, enabling connected, seamless, personalized digital customer experiences while supporting the traditional payment methods has become almost as important as offering reliable services. And the billing and payment process is the only regular opportunity for the Utility to engage with most of their customers, while providing less than 60 seconds a month worth of customer attention.

The truth is, most people don't enjoy paying bills. Studies show between 45% and 70% of adults in North America are experiencing ongoing stress when thinking about their finances. Customers simply want flexibility in how they receive, view, and pay their utility bills. In the context of our modern ever-changing lifestyles, customers also need the ability to move seamlessly between payment channels and methods as their needs and preferences change.

Customer-centric payment experience that reduces friction and stress helps build strong customer relationships and removes unnecessary obstacles to paying a bill on time.

Is your Utility ready to deliver exceptional customer experience during the billing and payment process?

Key to Success

Through a single integration, the **Utilitec Electronic Bill Presentment & Payment Solution for Utilities** offers a comprehensive, omnichannel, flexible, customer-centric payment solution.

Personalization
Create a consistently branded, yet personalized user experience across all channels while offering configurable options to simplify implementation, maintenance, messaging, and ongoing support.

Omnichannel Presentment
Deliver the bill to where your customer prefers to view it, whether a print & mail or a digital bill available on your website or on their smart phone. Leverage alerts, notifications, and confirmations.

Omnichannel Payment Experience
Studies show over 65% of customers pay their bills electronically. Offer multiple payment methods, personalized according to the customers' preferences, including web, mobile, IVR, kiosk, text, or email.

Security
In addition to adhering to strict privacy and security regulations while processing and delivering bills and accepting payments, leverage active behavioral monitoring, alerts, and analytics to mitigate fraud risk.

Payment Innovation
Innovate to be competitive, without alienating the underbanked customers in pursuit of the emerging trends. Along with credit cards, a customer may choose cash or check, so supporting the traditional payment options is critical.

Partnerships
Choose a reliable payment service provider to support new payment methods. Turn to experts to design an intuitive billing experience, deploy flexible payment options, and successfully move from vision to implementation.

Key Capabilities for a Customer-Centric Solution

Utilitec Electronic Bill Presentment & Payment

Omnichannel, Flexible Payments

	Included
Web	✓
Mobile	✓
Pay by Phone (IVR)	✓
Pay by Text	✓
Pay by Email	✓
Kiosk	✓
Walk-In Utility POS	✓
Walk-In Authorized Agents	✓
Credit/Debit Card	✓
ACH	✓
Cash	✓
Split Payment Between Multiple Payment Methods	✓
Configurable Service Fee Model	✓

Personalized Payment Experience

Registered Login	✓
Guest Pay – One Time Payments without Enrollment	✓
Link Accounts – Manage All Accounts with a Single Login	✓
Pay on One or More Accounts in a Single Transaction	✓
Create a Wallet	✓
1X Current and Scheduled Payments	✓
Add a Charitable Donation	✓
Manage AutoPay Enrollment	✓
Manage Paperless Enrollment	✓
View Payment and Billing History	✓
Notification Preferences by Email or Text	✓
Account Level Messaging	✓

Advanced Payment Administration

Comprehensive Transaction Reporting	✓
To-The-Penny Payment Reconciliation	✓
Facilitate Customer Payments	✓
User Event Monitoring and Reporting	✓

To learn how your Utility can improve customer experience and build stronger relationships with the modern Payment Solutions, contact us today.

Contact Us to Book a Demo

Utilitec is a utility-centric customer communications management company that helps utilities leverage their data to improve service, increase collections and engage their customers. Headquartered in Troy, MI, Utilitec has been serving utilities since 2001. In 2019, Utilitec was acquired by Doxim and expanded its reach and facility footprint across North America.

Doxim is the customer communications and engagement technology leader serving financial and regulated markets, providing omnichannel document solutions and transforming experiences to strengthen engagement throughout the entire lifecycle. The Doxim Customer Engagement Platform helps clients communicate reliably and effectively, improve cross-sell and upsell opportunities, and drive increased loyalty and wallet share through personalized communications. The platform addresses key digitization, operational efficiency, and customer experience challenges through our suite of plug-and-play, integrated, SaaS software and document technology solutions.

Learn more at www.doxim.com.