

Integrated Payments Solution for Operational Excellence

Utilitec Electronic Bill Presentment & Payment Solution (EBPP)

Utilitec Electronic Bill Presentment & Payment Solution (EBPP) is designed to help your utility company solve operational challenges on the journey to digitization. From data collection to processing and reporting, we deliver bills and notifications to customers consistently and reliably, through a variety of convenient channels while providing multiple payment method options.

With Utilitec, a Doxim company, as your single vendor that supports the end-to-end billing and payment process, you can simplify implementation, create a seamless experience for customers and your staff, and improve your reconciliation process.

INTEGRATED

Modern Payment Solution engages the customer through all channels – including web, mobile, text, in-person, IVR, and kiosk options. Streamline the back-office and collections process and remove the roadblock to implementing payment innovations while supporting your business-critical legacy environments.

ACCURATE

Advanced Payment Reporting provides real-time posting and easy access to payment information. Detailed and conclusive reporting on the full payment lifecycle, from authorization through funding, ensures to-the-penny reconciliation, every time, saving both time and effort.

COST-EFFICIENT ELECTRONIC BILL PRESENTMENT & PAYMENT SOLUTION (EBPP)

Configurable Service Fee Options capability customizes the payment experience for all customers. Configure service fees based on ticket amount, payment method, or account type and only pass along costs to customers based on their payment preferences, whether they choose to pay online using a credit card, for a fee, or at a kiosk using cash or check at no extra charge.

Key to Success

Utilitec is committed to your success. Our implementation best practices and proven project management process are designed to ensure smooth and seamless integration and launch experience.



Project Management

Utilitec employs certified project managers who achieve results through strategic leadership and careful planning in close collaboration with our clients. All activities, from requirements gathering to comprehensive test plans and a controlled, staged roll-out, are completed with the highest standard of quality.



Client Service

Our Client Service team treats the utility's customers as our own. We understand what our customers need and what we do best – focusing where these connect. We aim to continually increase customer satisfaction and our service doesn't stop once the project goes live. Customer service is more than just meeting and exceeding your expectations, it's about building long-lasting relationships.



Problem Solving

Utilitec Product Management is proactive in our approach to customer success, engaging with clients on a regular basis to understand their needs, future plans, discuss our product roadmap and to leverage client input to prioritize our release plans and focus for innovation.

Key Capabilities for a Operational Excellence

Omnichannel, Flexible Payments

Included

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

Advanced Payment Administration

Monitor Payments in Real Time	✓
Comprehensive Reporting on Utility Payments, Donations, and Funding	✓
Consolidated Reporting Across All Payment Methods and Channels	✓
Save Time and Effort with To-The-Penny Payment Reconciliation	✓
Both Service Fee and No Service Fee Pricing Options	✓
Configurable Service Fees Options Based on Ticket Amount, Payment Method, and Account Type	✓

Operational Benefits

Single-Vendor CCM & EBPP Solution, from Data, to Bill, to Payment	✓
Extensive Utility CIS and Data Expertise	✓
No Roadblocks to Integrating to Legacy Environments	✓
Configurable Payment Platform for Consistent Deployment	✓
Dedicated Customer Success Team	✓
Process Improvement through Collaboration and Consistent Communication	✓
Continuous Improvement: Measuring Progress against KPIs, Ongoing Client Feedback	✓

To learn how your Utility can improve billing and drive operational excellence with Utilitec's 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.