Case Study

> "We've been very satisfied users of paygate for many years now, it's an extremely robust solution that's very easy to use. It processes transactions with impressive speed and overall the solution gives us great time-saving benefits.
>
> When we need it, the support service is professional and response time is exceptional. We're delighted with the paygate solution."

**Martin Morris,
Payroll Manager**

CYNGOR GWYNEDD

Cyngor Gwynedd Council shaves 100s of hours off payment processing

Challenge

Cyngor Gwynedd Council processes around 800k annual debit and credit transactions, and with a combined value in excess of £0.5b, payment efficiency and reliability is critical to the authority's operations. They rely on Bacs for processing payroll, housing benefits and paying their suppliers, alongside collecting leisure centre memberships and mooring fees.

Solution

The council has been a long-term user of paygate, relying on the software's high reliability to keep their payment schedules on track. Recent changes in Bacs regulations required an update to all versions of the paygate solution. With a choice of migrating to the cloud or remaining on-premise, they chose to update their existing self-hosted solution.

Outcome

The implementation of the update to their on-premise solution was completed swiftly and smoothly, allowing the Council's payment procedures to continue uninterrupted. It also meant they had total reassurance that they were fully ready to meet the latest round of regulatory changes and remain fully compliant.

The very latest functionality of paygate gives the council even more time-saving benefit. With streamlined execution of the council's specific process steps, and faster processing times, the authority estimates the solution cuts hundreds of hours off the time needed to process their growing number of transactions.

The Council values the swift response of paygate's help and support service when they need it; with most tickets resolved same day, they describe the service as "exceptional".

Got a payment challenge?

LET'S TALK

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