

ICON Income Management

Authority-wide income collection and fund redistribution

A council's income is its lifeblood and Civica's Income Management solution provides an efficient way to maximise collection rates.

By offering convenient payment channels, such as internet payments and automated telephone payments the council can shift citizens to more cost-effective self-service platforms, while still maintaining the integration with departments systems such as council tax and NNDR.

Why Civica ICON

To provide a complete service for citizens, local authorities are under pressure to provide an improved service for both taking payments and dealing with enquiries, whilst still reducing costs. This has resulted in local authorities changing the way in which their income is processed. To achieve there has been a dramatic increase in Call Centres and Internet usage along with traditional Cash Offices disappearing in favour of Contact Centres, self-service Kiosks and One Stop Shops.

Despite this move towards the centralisation of income collection, many individual departments such as Planning and Environmental Services, along with establishments such as Libraries and Schools, continue to collect income on behalf of an authority. Other delivery channels such as Kiosks and Automated Telephone Payment solutions are as important as the Internet and Intranet, if not more so, along with Digital TV and SMS Texting, providing the public with more choices.

ICON can be implemented corporately across an organisation, being available not just in cash offices and call centres, but across all departments, including libraries, leisure centres, and crematoriums to provide a complete e-payments solution. Any PC with browser capability can be turned into an income collection point, accepting a wide range of card types across all or selected funds.

Benefits

- > Reducing the risk of fraud with 3DSecure, Chip and Pin and CVV2 security features as standard
- > Secure – Civica is a PCI DSS level 1 Service Provider
- > PA DSS accredited payment application software
- > Collect income from multiple departments or outlets
- > Plug-in modules for integration with external systems such as Parking and Environmental Services
- > Multi-channel
 - Internet
 - Automated telephone
 - Departmental counters
 - Quick and convenient service
 - Call Centre
 - Cash Office
 - Kiosk



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End-to-End Income Processing

Taking Web Payments whether across the counter, in Contact and Call Centres or across the Internet, is only the first stage of income processing. ICON offers true browser payment facilities for any payment method whether by Cash, Cheque or Card.

A fully Automated Telephone payment facility forms part of the integral solution offering customers the opportunity to pay for more than one item in a single call.

Payment details are safe, secure and auditable and can be posted to the fund systems and General Ledger as part of the ICON automated distribution process.

Fully automated Bank Reconciliation is available for both e-payments and cash and cheque bankings, making ICON the only system to offer a true, end-to-end income processing solution.

On-line integration to key systems such as Parking Enforcement and Cashless Catering can be made available allowing, where applicable, retrieval of key data such as balances and enforcement fine values. Where integration to third party applications such as CRM is required, ICON Paylink provides an alternative to off the shelf web pages by allowing local authorities to integrate payment and information facilities within third party applications such as CRM.

Whatever the requirement, by working together with local authorities Civica can provide an easy-to-use, cost-effective solution which will help them continue to meet and improve upon the heavy demands of providing fully integrated payment and information services. With ICON local authorities can be secure in the knowledge that they will have in place a payments facility which forms part of a fully integrated income management system.

Civica offers a fully hosted service for all aspects of the payments solution.

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