

ePayments

The Leading Government Connect Online Payment Solution from Software AG

Software AG has more than 30 years experience providing solutions for public sector customers. We recognise that the best solution for you is one designed in consultation with you. Our emphasis on establishing long term relationships, coupled with our vision and technical expertise will ensure your investment achieves your goals today and in the future.



ePayments, the market leading online payment solution from Software AG, provides a complete solution built on the programmatic interfaces provided by gc pay and Government Connect, enabling organisations to accept online payments from customers, securely.

ePayments is an 'out of the box' solution, with your branding, which integrates seamlessly with your existing financial management systems, providing all the tools required to configure current and future payment services without the need for coding.

The rich functionality of ePayments coupled with Software AG's implementation excellence offer the following benefits for your organisation:

- Enhanced customer experience and usability – maintains the .gov website 'look and feel' by adopting a user-friendly 'shopping basket' approach similar to online retailers
- Compliance to the WAI accessibility guidelines, to 'AA' standard of excellence
- Rapid deployment – can be achieved in a matter of days
- Maximises current investment - platform independent, seamless integration into existing financial applications
- Future-proofing – easily configurable for new payment services, portable across a wide range of financial management and cash receipting systems
- Immediate return on investment*
 - Costs reduced by up to 50% when employed to process call centre phone payments
 - Reduced level of errors and penalty fine non-payment, increasing revenue and decreasing costs

ePayments uses eGIF-compliant XML technology, a recognised Software AG core competence, enabling solution extensibility across your organisation and applications, empowering your people to work more efficiently.

ePayments Solution Benefits

With the ability to pay for goods and services online becoming an expectation, public sector organisations will increasingly need to offer their customers this option too. ePayments enables this payment option, managing both regular and ad-hoc payments by credit card, debit card and direct debit.

ePayments allows your organisation to select and manage the services paid in this way, and by what means. Example services that our customers have currently enabled with this solution include:

- Council Tax
- Registrar Services (Wedding bookings, Birth certificate re-issue)
- Parking Fines
- Business Rates
- Planning Application Fees
- Building Control Fees
- Library Charges
- Bulky Waste Collection Charges
- Local Housing Authority Payments

Shepway District Council

Following a 20% reduction in telephone payments in the first five months after ePayments went live, Shepway is extending the services it offers for online payment.

"Software AG has really helped us to drive efficiencies in our contact centre and the overall customer service process"

Martin Skeats, Shepway DC



Efficiency Gains

The Gershon Spending Review requires Local Authority efficiency savings of £6.5 billion by 2008, half of which must be cashable. ePayments helps local authorities realise these savings by reducing direct costs and increasing payments received*

"Many local authorities are already securing efficiencies (in line with the Gershon Efficiency Review) through investment in technology and rationalisation of back office functions"

Peter Gershon

Customers can select items for payment from a list of services and add them to their 'shopping basket'. This simple system allows them to process one or more payments during a single visit, for example their monthly Council Tax plus a Parking Permit.

A 'Help' facility is available alongside each data entry field to provide assistance. This lessens the confusion that often arises with a non-specific Help facility.

Payment Validation

When the user 'Proceeds to Checkout', payment details including credit/debit card information are passed straight through to the Government Gateway payment facility. This ensures continuity of payment processes and avoids compromising the

customer or Local Authority's security.

ePayments ensures validation and verification of the payment is achieved in a seamless and secure manner.

Software AG ePayment pedigree

ePayments is now fast-tracking payment processes for a rapidly increasing range of public sector organisations in line with eGovernment expectations. These organisations include Arun District Council, Lincolnshire County Council and Southwark Unitary Authority.

A Strategic Partner

ePayments is just one of a complimentary range of solutions aimed at providing efficient electronic services for public sector organisations. Ask us about our market leading successes with Integrated Services Framework, Government Gateway connectivity (DIS), online Planning and Identity Management solutions and how these can work together to enable you to achieve your service improvement and efficiency goals.

At the heart of Government Connect, Software AG is the ideal partner to deliver improvement and efficiency gains through the intelligent use of technology.

Software AG Profile

Respected throughout the world for technology leadership and professional services expertise, Software AG is a global provider of system software and services

that help customers improve their business processes by simplifying the exchange of information between people, disparate IT systems and partners.

Arun District Council

"We found Software AG to be very knowledgeable about the specific issues that Local Government face. We tend to work with vendors who have such knowledge as it makes implementation easier. The project took just 3 months to completion, we have been very impressed with the service."

Maureen Chaffe, Head of Information Management, Arun District Council



Our solutions and expertise underpin the mission critical business processes of more than 3000 customers worldwide, including JP MorganChase, Lufthansa, Siemens, Citibank, DaimlerChrysler, Sony and BP and more than 120 UK public sector organisations including the DVLA, PITO, Dorset Partnership, Welland Partnership and Birmingham City Council.

Founded in 1969, Software AG now employs 2500 people across 59 countries, generating revenue of €411m in 2004.

To learn more about Software AG's solutions please visit us at:

▶ www.softwareag.co.uk

or call us on:

▶ 0800 731 6079

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