

CASE STUDY

“WE WERE JUST  
LOOKING FOR A MOBILE  
SOLUTION WE COULD  
OFFER.

WE WEREN'T EXPECTING  
THE ADDED BONUS OF  
FASTER PAYMENTS!”

– Mike Beener, Business Systems Analyst

## THE CITY OF TALLAHASSEE.

In 2015, the City of Tallahassee conducted a study on mobile usage and learned something incredible: from 2010 to 2016, **customers who used a mobile device** to open and view their electronic bill **jumped from 9 percent to 52 percent**. Clearly, the City of Tallahassee **needed a mobile-first solution** for their 44,000 electronic billing customers – many from local colleges and universities, all seeking on-the-go options to match their fast-paced lifestyles. And after working with Speedpay for more than a decade, they **knew that Speedpay could deliver a plan** that streamlined the presentment and payment process for smartphone, tablet, and computer users.

**The solution?** A fast payment option, which allows customers on mobile devices to remit an electronic payment with **just one click**. No more sifting through emails to find log-ins and passwords. No more searching for account numbers.

The City of Tallahassee now receives about **50 percent of its payments within the first five days** of presentment via one-click mobile payment, compared to just 10 percent of payments in the first five days using paper billing. **How's that for fast?**

