



civica

ICON Overview

Payment and Information Processing - A total solution from Civica

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 all this we have seen a dramatic increase in Call Centres and Internet usage along with traditional Cash Offices disappearing in favour of Contact Centres 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.

The need is for a simple, off the shelf payments solution that is easy to deploy. It must be one that accommodates not only card payments, but cash and cheques, and which is part of an overall solution for the collection and management of income across the whole authority.

By working closely with our 170+ local authority users, Civica has made full use of its expertise in this area to bring about exciting new developments in Cash Receipting, e-payments and Income Management. Called Authority ICON, it is the stepping stone to the next generation of ICON payment solutions. A new look and feel makes a simple browser capability available for any type of payment – from a customer wishing to order and pay for services across the Internet using a card to paying a Library Fine by cash in a Library.

Key Elements

Key elements include:

- **Enterprise Solution** – compatible with existing ICON modules. Total solution for all income controlled and reconciled from a single corporate source saving time, improving accuracy and ensuring secure access to information.
- **Hosted Option** – Fully Hosted and Managed Service solutions are available enabling low cost entry level for non ICON users, and an as alternative solution existing ICON users to ensure PCI DSS compliance.
- **Plugin Modules** – extend your system to offer more payment methods and services with other ICON Modules such as ServicePay and Payments4Schools.
- **Cash and Cheques** – easy to use browser solution for taking Cash and Cheque payments means simple Cash Receipting can be made available anywhere throughout a local authority.
- **Card Security** – already 3D Secure, Chip and Pin, CSC and AVS enabled and PCI DSS compliant.
- **Easy to Use** – “off the shelf” web pages can be configured to only present relevant information to Customers, Users and Departments.
- **Same Look and Feel** – easy to adapt web pages to incorporate the authorities brand image and look and feel of existing internet portals
- **Automated Telephone Payments** – available with specialised script options for different departments.
- **Improved Customer Service** – items as diverse as Library fines, Environmental Services, School Meals and Council Tax can be paid for in a single transaction.

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.

In the case of card payments, immediately the payment is authorised the transaction is written, with the card details encrypted, to the ICON central database. Payment details are safe, secure and auditable and can be posted from there to the fund systems and General Ledger as part of the ICON automated distribution process.

Fully automated Bank Reconciliation is also 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 updating of key systems such as Parking Enforcement and Cashless Catering can be made available allowing, where applicable, retrieval of key data such as Car Registration numbers.

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.

Latest developments include the setting up of Card Mandates for regular Credit Card payments along with the ability to send SMS Text information and payment processing.

Where local authorities have concerns regarding running the system on their own site, Civica can offer a hosted service from simply hosting card payments to a fully managed solution.

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.

Main services where ICON can be used to take payments:

- Financial and Exchequer Services
- Revenues and Benefits
- Housing and Property Services
- Planning
- Environmental Health
- Parking
- Traffic Enforcement
- Travel Services
- Waste Management
- Bereavement Services
- Highways
- Museums
- Libraries
- Registration Services
- Licences
- Records Office
- Leisure Services
- Education Services
- Social Services
- Music Services
- Heritage Services
- Arts Services
- Cultural Services
- Legal Services
- Press

