

# NEW ZEALAND

## FAIRFAX SOFTWARE *QUICK* PAYMENTS TRANSFORMS GOVERNMENT PAYMENTS IN NEW ZEALAND

New Zealand's Ministry of Business, Innovation, and Employment (MBIE) embraced digital transformation with Fairfax Software's Online Payment e-portal, *Quick* Payments.

### Challenge

New Zealand's MBIE wanted to provide a common platform of payment methods that best suited their Government requirements and customer expectations.

### Solution

Fairfax Software implemented its *Quick* Payments software to provide a shared payments service across all Business Units

### Benefits

Several benefits were achieved, including:

- Improved Customer Service
- Flexible Processing Options
- Common payment platform across Business Units
- Point and click setup by Business Unit

## OVERVIEW

With the rising tide of digital payments in the marketplace, Market Services within the New Zealand Ministry of Business, Innovation, and Employment (MBIE) saw the need to offer citizens more electronic payment options while delivering a consistent payment experience. Many of the business units within MBIE offered online payments, but the customer experience varied from business unit to business unit causing frustration for customers. The existing paper-based back-office processes made it difficult to scale operations, improve accuracy or the speed of processing. As new payment options became available in the private sector, MBIE found them time-consuming and expensive to provide similar options for government payments.



MBIE studied the problem and established goals to provide a better set of payment methods that best supported all stakeholders:

Government Employees and Customers.

### These goals included:

- Lead the program to transform government services for business
- Trusted, competitive and well-functioning markets
- Building an integrated and high performing organisation
- Better Public Service:
  - Key performance ratings for government services to business to match leading private sector firms
  - New Zealanders can complete their transactions with government easily in a digital environment
  - By 2017 an average of 70% of New Zealanders' most common transactions with government will be digital



## THE SOLUTION: QUICK PAYMENTS

Following a rigorous bid process of evaluating vendors, New Zealand's MBIE selected Fairfax Software's *Quick Payments* system to provide a shared payment service. Fairfax Software together with their Wellington, NZ based partner, Holistic Systems LTD., provided a cutting-edge solution that enabled MBIE to provide convenient payment options to citizens while also being able to streamline back-office processes. MBIE is now live with two Business Units using the System, with testing under way for a third and more planned in the future.

## IMPROVED CUSTOMER EXPERIENCE:

The customer logs in to the Business Unit website to make a payment or request a service. When a customer selects the "Pay" button on the screen, they are securely connected to the *Quick Payments* system. *Quick Payments* builds and manages the transaction invoice and gives the customer a wide variety of payment options including credit or debit cards, internet banking, and direct debit of bank accounts. Customers also have the option of paying over-the-counter by cash, check, debit, or credit card. When the transaction is complete, the invoice is updated with payment information and is emailed to the customer and archived in the system. Each Business Unit has the option to send automated statements via email. Customer self-service features allow customers to research payment history and manage their account. Business Unit internal users have additional functions that allow them to assist customers and manage transactions.

## FLEXIBLE PROCESS OPTIONS

Designed to be flexible, *Quick Payments* identifies the Business Unit requesting the payment and automatically loads the screens, business rules, and payment options that are configured for the specific Business Unit. Each business unit processes with their own unique set of business rules.

## QUICK PAYMENTS BENEFITS:

- A common payment platform for all Business Units. As new payment methods are added to *Quick Payments* they are immediately available to all Business Units
- A reduction in the complexity of supporting clients with payment issues
- A consistent experience and payment options for Customers and MBIE users
- System Templates provide point-and-click setup by Business Unit
- Process alignment across the Ministry with a common Payment Transaction Lifecycle
- Increase in data accuracy
- Reduction in FTE time required for statement reconciliation and financial accounting functions
- Enhanced data security with a common encrypted Microsoft® SQL™ database. Data is encrypted at rest and in motion
- Mobile device compatible web interface
- 24 x 7 x 365 availability

"Fairfax Software (and their local partner Holistic Systems) has delivered a comprehensive and flexible payments and reconciliation system that can be used within the varied and complex systems of the Ministry.

They have been committed, responsive and tenacious in successfully delivering this capability into the MBIE. We have happy customers and internal stakeholders, an all-round successful outcome."

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