

# BILLPAY KIOSK™ ASSISTS THE CITY OF CONCORD TO COLLECT \$3.3M IN PAYMENTS



NORTH|STAR™



## THE CHALLENGE

Like many municipal utilities, the City of Concord in North Carolina was increasingly pressured to seek new ways of supporting its customers during the COVID-19 pandemic. The city had originally planned to adopt new technology at a slower pace; however, due to the circumstances in 2020, Concord needed to innovate as quickly as possible to address these new challenges.

The City of Concord serves a population of approximately 110,000 and issues over 55,000 bills a month. Despite online banking being a barrier to some, they needed to provide customers with a way to pay bills without face-to-face engagement with customer service personnel.

The City of Concord was searching for a safe and secure payment method to support customers who may not be comfortable making online payments.

“BillPay Kiosk made paying your bill in-person  
**simple, secure, and safe.**”

*Rita Ellison, Revenue Manager, City of Concord*

## THE SOLUTION

DynaTouch worked with the City of Concord and its CIS partner (NorthStar) to implement BillPay Kiosk: A secure, easy, and efficient way for customers to pay their bills on-site at the utility office without having to interact with office personnel.

BillPay Kiosk, with its 1:1 NorthStar CIS integration, enabled simple payment transactions with flexible payment options. The solution allowed for receipts in real-time, eliminating the uncertainty of knowing whether the payment had been received or not. Having the kiosk meant that no staff members needed to be on duty to process payments. The addition of the outdoor kiosk also made the process accessible 24/7 for customers' convenience.

“The customer service was impeccable - the DynaTouch team was super helpful and were willing to go above and beyond to address any questions. Overall, it was nice to feel confident that you were working with a team that really cared about your solution and wanted to make sure that everything was good.”

*Rita Ellison, Revenue Manager, City of Concord*

## THE PROCESS

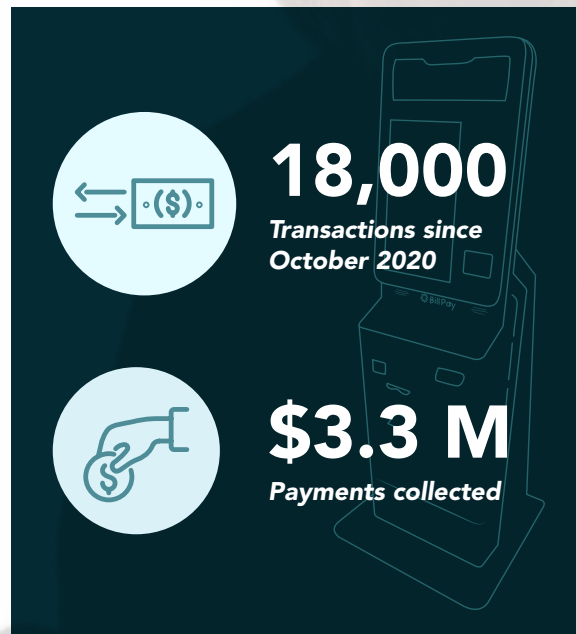
Since it was first deployed in October 2020, the self-service BillPay Kiosk has been celebrated as a successful integration, with the city acquiring a second kiosk to be placed outside the office. In addition, there has been steady use of the kiosk since its deployment. Implementing the BillPay Kiosk has meant that the City of Concord was able to address the challenges it faced during the pandemic while still maintaining PCI compliance and decreasing liability and overhead.

Most importantly, it provided customers who did not wish to pay online with an alternative payment method, providing greater flexibility, security, and peace of mind. The solution continues to provide convenient payment options to the city's underbanked customers.

## THE OUTCOME

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### ABOUT DYNATOUCH



DynaTouch is a technology integrator and developer, specializing in secure self-service solutions for kiosks, interactive displays, mobile devices, multi-user workstations, and digital signage—all powered by our proprietary TIPS™ Kiosk Management Software. BillPay Kiosk was designed and developed with a background of over 30 years of experience in the kiosk space. As part of Harris Computer, we are uniquely positioned to deliver BillPay Kiosk as part of any comprehensive Harris solution.

### ABOUT NORTHSTAR

**NORTH|STAR™**  
UTILITIES SOLUTIONS

For over 45 years, NorthStar Utilities Solutions has focused on providing utilities with cost-effective solutions for real-world challenges. NorthStar's mission is to build the best customer service and billing solutions suite that connects utilities with their customers and scales as they grow. NorthStar is proud to partner with DynaTouch in assisting the City of Concord, providing alternative payment solutions for its underbanked and cash-preferred customers. Because at NorthStar, customer service is at the heart of everything we do.