



Hampshire County Council

Bottomline Partner with Hampshire
County Council to Deliver Efficient
Payment Solutions for their Partners



“Bottomline has helped us to provide a secure and efficient payment service for our clients. Being cloud-based means we can provide them with greater functionality and flexibility to self-serve while maintaining our security protocols. By removing manual processes, we can focus on delivering a great experience for our partners and the wider communities they serve.”

– Gemma McNamara – Head of
Payroll & Pensions Admin

Challenge

- Being an approved Bacs Bureau, Hampshire County Council required a solution to support their partners to self-serve, rather than send emails to the council to request administrative changes.
- With partners in different locations, they required a cloud-based offering that could integrate with their SAP Finance & HR platform, while still maintaining the ability to control access and have approval steps in place.

Solution

- Bottomline's Bacs-approved software, integrated with Hampshire County Councils SAP cloud-based Finance/HR portal, to allow their partners to submit Direct Debits files securely through their Bureau, and allow them to make administrative changes.
- Bottomline was able to provide tenant capabilities with controlled access, and a customisable workflow including multiple approval steps and segregation of duties.

Results

- Improved the experience for their partners who can now self-serve to a greater extent, such as setting up new Direct Debits and making changes to existing ones, meaning they can process their payments quickly and efficiently
- Instilled confidence by having a secure, cloud-based platform with both remote access and customisable workflows, including multiple approval, segregation of duties and multi-factor authentication.



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