



## Independent Living Fund Scotland

Eliminates Hardware Worries with Cloud-Based Payments Platform

### Government Payments in the Cloud

Independent Living Fund Scotland is a Scottish Government Public Body and when changes in Bacs security meant an upgrade was required to their on-premise payment system, some new thinking took place. ILF Scotland chose to migrate to Bottomline's cloud-based Payments and Business Solutions Suite, which enabled them to satisfy cloud security policies and eliminate administrative overheads.

ILF Scotland pays around £1 million a week in grants, supplier payments and employee expenses. There are 50 purchase ledger payments while 800 grant recipients are paid on a rolling four-week cycle.

ILF Scotland previously relied on a server-based payment solution from Bottomline. This on-premise payment software ran on a dedicated Windows server. Maintenance was outsourced centrally and any changes meant coordination between Bottomline, ILF Scotland and government IT services. There was always the worry of hardware failure.

### New Opportunity

When Bottomline told ILF Scotland about new Bacs security standards, this offered an opportunity. Switching to a cloud-based solution would eliminate worries about hardware reliability, software and security changes. There was no need to retain in-house skills or outsource maintenance tasks.

Finance Manager, Alexander, attended a Bottomline customer conference and was impressed by the cloud-based PTX payments platform. It offered ease of use, remote access and a robust platform that offers business continuity. PTX made a server-based upgrade seem less attractive.

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### CUSTOMER OVERVIEW

The UK-wide Independent Living Fund closed in June 2015 so the Scottish Government established the [Independent Living Fund Scotland](#). It gives financial awards to over 3,000 people with a range of complex impairments in Scotland and Northern Ireland. ILF Scotland employs 40 staff and provides over £55 million of funding annually to enable individuals to live independently.

### BENEFITS



Satisfies government cloud security principles



Eliminates dependency on local solution



Complies with latest Bacs security requirements



Secure cloud-based solution for anywhere access



No formal user training necessary

"Everyone agrees that the cloud offers numerous possibilities which server-based technologies do not," says Alexander. "We follow government cloud policies which mirror what the UK government does." These government policy documents provide a thorough assessment framework, including barriers between different customers, sufficient resilience, information security management and compliance, etc.

"Bottomline was able to provide us with information on all points," says Alexander. "It is not an accreditation. What it means is that Bottomline has been vetted by a government agency according to the guidelines."

The work was done by a consultant from the Scottish Government. Bottomline provided many answers and carried out tests to prove compliance. The result was a detailed document which showed how Bottomline and the PTX payments platform adhere to the cloud security principles. Held on file by ILF Scotland, it's available to other government organisations.

## Implementation

Even though there were tight timescales, the deployment of the PTX payments platform proved to be straightforward. It involved close coordination between Bottomline consultants, ILF Scotland and government personnel. ILF Scotland use a bespoke accounting software that produces Bacs files which were tested in PTX.

The project included brief user training in readiness for going live. ILF Scotland is a direct submitter and this meant authorised users having a Gemalto smart card reader.

"Bottomline assisted in the implementation, showed good planning and flexibility, and the project was delivered on time," says Alexander.

From an IT perspective, the headaches involved with an on-premise solution have disappeared. There's no server, no Microsoft updates and no support calls. The PTX payments platform has proved secure, robust, and less hassle for the IT team.

"There is no more IT support required. The finance team gets the bill and that is it," says Alexander. "PTX is user-friendly and people like it."

Users can now login from anywhere subject only to needing the smart card reader when making payments. PTX has been a milestone for ILF Scotland. There has since been some interest in using PTX Protect for fraud protection.

"PTX is a good solution. It does what it says on the tin. And it does it in a modern way," says Alexander.

**"We had set up a new government agency using a Bottomline payment solution which gave us zero defects. That also gave us a certain amount of trust," says Alexander. "Bottomline is a leader in payments technology."**

*To learn more watch our video about  
PTX Payments and Business Solutions Suite*

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