



Sheffield Park Makes Collecting Direct Debits Simple with a Cloud-Based Solution

"We're able to process our payments, produce reports and ensure our data is up-to-date at any time. As a result, we have already seen a 70% reduction in rejections."

- Tony Fish
Director of Finance

Challenges

- Collecting over 300 Direct Debits and making multiple supplier and staff payments each month was cumbersome and time consuming
- Risk of fraud and failure due to the team using one workstation for different purposes
- Risky to rely solely on one machine, which if it was to fail then no payments, Direct Debit collections or reservations could be made

Solution

- PTX delivering easy-to-use cloud-based technology that enables users to individually manage their payments and collections from anywhere, at anytime
 - Seamless changeover with no interrupted to daily operations

Results

- 70% improvement on payment rejection rates
- Improved workflow and approval levels with different log-on and access details for each user
- Eliminated concern of machine not being available or the Bacs run being delayed
- Reliable DR facility and have mitigated the possibility of machine failure
- Processes are faster, reporting is smarter, improved visual representation
- Full visibility over funds coming in and going out of the organization

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