



Digital Transformation that Enhances Revenue Management for Local Governments

INSIGHT REPORT
Prepared by



Table of Contents

Table of Contents	2
Overview	3
Market Drivers Powering Digital Transformation.....	4
Overcoming Challenges with Digital Transformation	5
Solutions Enabling Digital Transformation	6
About CORE Business Technologies	7



OVERVIEW

In recent years, local governments have been under growing pressure to transform operations and invest in technology that improves efficiencies and service delivery while reducing cost. The imperative for government agencies to adopt transformative initiatives are magnified by the impact of the recent pandemic crisis on citizens, communities, and government budgets.

But local government agencies have historically faced tough challenges in updating their financial systems and infrastructure – due to budget constraints, increased workloads, and insufficient resources, especially in this new era of pandemic management. The good news is that government leaders' growing recognition that investing in digital transformation has significant pay off by improving transparency, responsiveness, and constituent engagement.

With all the hype of digital transformation, sometimes it is easy to forget what it means and why it's essential for government agencies to adopt and integrate. Digital transformation is applying new technologies to radically improve business processes, culture, and citizen engagement experiences, to meet changing market demands.



Digital transformation initiatives have become critical for local government agencies in meeting modern citizens' expectations for ***Faster Solutions, Better Service Delivery, and Higher Efficiency.***

When governments expand their digital transformation efforts to include constituent payments and revenue management initiatives, local governments have experienced significant improvements in their operating efficiency, payment collections, and constituent service delivery and satisfaction.

Fundamental to successful transformation in revenue management is the adoption and deployment of digital solutions that enable government agencies to associate and integrate all revenue sources from across their agencies into a centralized, auditable, and secure system of record.

MARKET DRIVERS POWERING DIGITAL TRANSFORMATION



CORE Business Technologies (CORE) has been working with Treasury and Finance Officials across the country for over thirty years, delivering industry-leading revenue management solutions while sharing thought-leadership, emerging trends, and best practices for revenue management success.

Thus, CORE has identified several critical market drivers in understanding local government agencies' challenges and the leading factors driving revenue management transformation.

1. Technology modernization plays a more critical role in the coordination and response of local government's ability to adapt, react, and manage unforeseen changes and demands from the communities they serve.
2. Citizen expectations for real-time information and response at all government levels have significantly increased, as citizens have become more technology savvy.
3. The rapid shift to digital governance, virtual civic meetings, and remote decision-making have created immediate policy and cultural challenges for local government officials.
4. The recent pandemic has significantly impacted local government finances. Facing severe revenue losses, many government officials and administrators have directed agencies to develop budget reduction plans of as much as 20 percent.
5. Local government agencies have taken non-essential services virtually and are trying to keep up with a distributed and remote workforce and services delivery to their constituents.
6. Constituents are demanding more secure transactions and more protection of their private information when doing business with local government agencies.



"The reality is that our citizens tend to be ahead of us in their adaptive use of the new technologies, and usually state and local governments are playing catch up."

Mayor Steve Benjamin, Columbia, SC

Finance and Treasury Officials must modernize their revenue management and cashing services for improved collection, coordination, and reconciliation with their government service departments, responding to their constituent's and community's needs.

OVERCOMING CHALLENGES WITH DIGITAL TRANSFORMATION

Local government Finance and Treasury Officials responsible for revenue collections and management are growing frustrated with a lack of digital transformation initiatives focused on the challenges of operating in a decentralized revenue management environment.

Below is a list of common challenges facing local government agencies.

1. Multiple payment systems across numerous departments creating duplication of effort and redundancy
2. Payments not reliably and accurately collected, posted, and reconciled from remote locations, resulting in revenue leakage and loss



3. Inability to provide citizens convenient methods to engage the agency and make payments, due to a lack of expanded online payment options
4. Inability to support emerging payment technologies, including mobile payments, as constituents grow more sophisticated and demanding



These challenges have a severe impact on agencies' revenue management effectiveness and their ability to collect and process payments due, requiring duplicate points of integration, multiple reconciliation processes, and an increase in audit controls, leading to increase complexity, cost, and inefficiency.

Local government agencies that **do not** embrace and implement digital transformation initiatives risk falling behind any effort to drive efficiency cost savings and improving their constituent experience.

"Thoughtful governments, forward-thinking governments that want to be more efficient and effective realize that digital transformation is where we have to be."

Mayor Steve Benjamin, Columbia, SC

However, with the right revenue management initiatives, agencies will reduce inefficiency and cost, automate manual processes, and digitally transform their operations and create new service models that build citizens' trust and confidence in their local government officials.

SOLUTIONS ENABLING DIGITAL TRANSFORMATION



Due to growing market demands and challenges of inefficiency, cost, and complexity of operating in a decentralized revenue management environment, we see forward-thinking government agencies looking to transform and adopt a more cohesive, integrated, and centralized enterprise revenue management model.

This transformative model is supported by industry-leading revenue management solutions that allow constituents to pay for multiple items simultaneously, whether in-person or online. Furthermore, this model simplifies the payment process through a centralized and integrated enterprise solution that supports all payment transaction types, across all payment channels, and across all departments.

CORE recommends an approach that allows for fast, secure, and frictionless interactions between agencies and their constituents, promoting a more engaging experience, making it easier for constituents to do business with your agency while driving down cost and complexity, and increasing operational efficiency. Centralized payment processing is the digital transformation model and solution for revenue management success. Centralized revenue management is the model we see forward-thinking government agencies adopt and integrate for transformative success.

Centralized Data & Payments Platform





ABOUT CORE BUSINESS TECHNOLOGIES

CORE Business Technologies is the only SaaS-based PCI Compliant solution provider that closes the loop on the *full payment transaction lifecycle*, enabling fast, frictionless interactions between government agencies and their constituents. Our Enterprise Revenue Management solution supports all payment engagements and channels with purpose-built, market-driven workflows, processing, and reconciliation.

We are the industry's preeminent provider of integrated payment transaction processing and reconciliation solutions, helping agencies harness multiple host systems' complexity while delivering simplicity through a single enterprise solution.

At CORE, we believe that complex revenue management and payment processing workflows deserve simple solutions. Our goals are simple: reduce the noise, harmonize the data, and deliver simplicity, while turning payments into a positive engagement for our customers and constituents.