



The Quest for Better Payment Solutions

City of Omaha's Journey to a Seamless and Secure SaaS Payment Solution

The City of Omaha, Nebraska, lives up to their vision to provide a streamlined citizen experience. The City's Planning Department's Permits and Inspection Division offers their constituents an online permit experience, which includes the ability to pay for applications, permits, and inspection services. This had become an important part of the permit process, but there were also some areas the City wanted to improve upon.

The City faced challenges with their previous payment solution and sought a secure, efficient, and customer-friendly option for processing transactions. In this case study, we explore their journey from using an older adapter to adopting the Elavon connector through **Velosimo** to use with their land management software, **Accela**.

Case Study: Background and Challenge

There were several areas the City was looking to enhance for their customers. As Stu Craven, Senior Application Analyst, from Omaha, NE, explains, "We wanted to provide the ability for customers to pay with ACH/eChecks and we needed to find a solution that was a better fit for our payment security requirements with PCI compliance."

Goals and Benefits: Aiming for Seamless Transactions

By switching to the **Elavon** connector through **Velosimo**, Omaha quickly realized their goal of providing a more seamless integration with **Accela** for their customers. They were able to add the option for customers to pay using **ACH/eCheck** payments while reducing the amount of service fees the City had to pay their payment processor. By adopting this new connector, Omaha was able to unify its payment processing under a single platform, making it easier for its finance department to track metrics and generate reports.

Results: Significant Savings and Improved Visibility

Omaha chose to use the **Elavon** integration with **Velosimo** for several reasons. As an established customer of **Velosimo**, the team was confident in the usability of the platform and knew they would have the ability to track transactions in the administration portal for better visibility and potential troubleshooting. They were also confident they would be able to quickly realize the time to value with a proven implementation process.

And Omaha was able to set up and configure the new integration with **Elavon** through the **Velosimo** platform quickly, and within two weeks, they were in processing payments.

"Now that we have integrated ACH and electronic checks, we are saving significant money on credit card fees. Many of our customers are choosing to make their payments using ACH/eCheck." That equates to an immediate savings in credit card processing fees. According to Craven, "We feel like over the course of a year, it's going to really pay off for us."

– Craven

Population

487,300

Accela users

112

Annual Building Permits

80,000