

STURGIS WEB SERVICES

Partner Success Story



Partner Profile



Sturgis Web Services provides online bill presentation and payment, parks and recreation signup and payment, and other website tools for community banks and local governments. The company has more than 50 clients across the U.S. Sturgis Web Services is headquartered in Fort Mill, South Carolina.

Freeing up time for cities and counties

Forward-thinking local governments are responding to tighter budgets by doing more with less as they strive to deliver value-added services to their citizens. By streamlining and automating their most time-intensive services online, they're allowing citizens to get detailed information and pay utility bills, taxes, permit fees, parking tickets, and parks and recreation fees whenever and wherever it's most convenient.

Sturgis Web Services makes online bill payments possible for local governments and utility services by providing high-quality web applications and tools backed by excellent customer service. The company has implemented more than 50 online payment solutions for local governments across the United States. Sturgis solutions allow citizens to look up extensive information online – without any staff assistance – before making a payment.

Typically in 30 days or less, Sturgis can deliver a hosted web solution that integrates with a local government's back-office applications – including accounts receivable, general ledger, and collections. Coffee County, Alabama recently discovered the benefits of working with Sturgis and PayPal.

Challenge: Meet the demand for online services

Although Coffee County bills only four times a year for solid waste collection services, its residents were requesting the ability to pay online. "There's a lot of demand right now for online services and online credit card payments," says Myrna Cowen, chief accountant for Coffee County, Alabama.

Solution: Work with Sturgis Web Services to build a website to accept online payments

Coffee County spoke with Sturgis Web Services and learned that through PayPal, residents could pay their utility fees online. "Sturgis connected all the dots for us," Cowen recalls. "PayPal was the only payment processing solution they recommended."

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"When we began putting our new URL on past-due notices, lots of people logged on and paid through PayPal. That has helped us avoid some costly, unpleasant work."

*– Myrna Cowen,
Chief Accountant,
Coffee County, Alabama*

Results: Increased collections in a slow economy

By integrating PayPal, Coffee County has provided residents of a rural area with a convenient, secure way to pay bills online. "PayPal is almost universally known and trusted, so our citizens don't hesitate to use it," Cowen remarks. "We've seen an increase in on-time payments, which is tremendous news in a sluggish economy."

Required by the state of Alabama to provide garbage service to all residents, Coffee County previously had to resort to legal remedies when people didn't pay their bills. PayPal has given the county a more efficient solution. "When we began putting our new URL on past-due notices, lots of people logged on and paid through PayPal," says Cowen. "That has helped us avoid some costly, unpleasant work."

Whenever a resident pays a garbage bill online, Coffee County's database is automatically updated – and the county saves time. The new payment system also enhances Coffee County's image with the public. "Students who come to study at the Army flight school in our area are used to receiving modernized government services," Cowen explains. "Thanks to Sturgis and PayPal, we can deliver."

Minimizing the IT burden

Sturgis Web Services offers PayPal as its only payment solution for clients who want to accept utility payments and other fees online. The company typically integrates PayPal Payments Standard or PayPal Payments Pro into client websites. "We can implement payment capabilities in less than half a day," says Randy Sturgis, founder of Sturgis Web Services.

Many of Sturgis' clients have no IT staff and little ability to deal with technical problems. By integrating PayPal, Sturgis knows it is providing a highly reliable payment solution. "PayPal helps us deliver payment solutions that don't burden local governments with more work," Sturgis concludes. "With PayPal, all payment information is available instantly to government staff, and the solution works. For a development company like ours, that's huge – but for a local government, that's even bigger."

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