



Case Study - University of Bath

University of Bath (UOB) migrates from legacy Direct Bacs Submissions to CORVID PayGate's Cloud Solution.

The University of Bath (UOB) received its Royal Charter in 1966 and is now firmly established as a top ten UK University with a reputation for research and teaching excellence. Students are attracted to their excellent academic reputation and outstanding graduate employment records.

The UOB student population in 2016 stood at 16,000, which was made up from both undergraduates and postgraduates, with over 30% of students coming from outside the UK and from over 30 nationalities. The UOB uses payment services to collect direct debits for tuition fees, accommodation fees, sports memberships and alumni donations, with annual Bacs payments of more than £100m paid to suppliers twice a week and over £85m pa for the 3000 staff.

UOBs first engaged with CORVID PayGate in October 2015, the key driver for this engagement was the pending SHA-2 changes to internet security and the Bacs withdrawal of support for the older Bacs payment connection protocols.

Prior to this date the UOB was using an older desktop based payments system provided by a competitor, this system was not going to be SHA-2 compliant and was going to be made End Of Life (EOL). The cost of upgrading to the new compliant platform with the same provider was considerably higher than that of the older system.



UNIVERSITY OF
BATH

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Mark Bryant
Treasury Accountant
Finance Office
University of Bath



CORVID PayGate
Secure Payment Processing

EASY-TO-USE BACS APPROVED SOFTWARE THAT ENABLES BUSINESSES TO MANAGE AND SUBMIT FILES TO THE BACS AND FASTER PAYMENTS SERVICE.

Commenting, the lead project manager was Mark Bryant

“We had been a Barclays Bank direct Bacs submitter for the previous 10 year, although the system was adequate and had been providing a reasonable level of service, the management of over 30 smartcard users for segregation of duty was complicated and cumbersome. The SHA-2 changes provided the impetus to research the market and look for a solution that reflected the UOB’s strategic vision of flexible working, improved security, automation and simplification and a chance to choose a solution that would be future proofed for at least the next five years”.

The UOB went to tender and sent their requirements to five payment providers, their existing supplier and four others chosen from the Bacs website. A member of the project team had also worked with Barron McCann Payments in their previous employment, (which was the former name of CORVID PayGate) and so it was also included in the tender process.

The tender process quickly whittled down five potential suppliers to three, CORVID PayGate scoring the highest in the evaluation assessments.

After careful consideration, CORVID PayGate’s Cloud solution was the chosen option.

Although not the cheapest of the three short listed providers, CORVID PayGate produced the most thorough demonstration of the platforms capability, long term roadmap vision and guarantee of no EOL, in addition the use of SMS technology significantly reduced the smartcard management overhead.

Mark Bryant continues:

“Our previous solution was as a direct submitter, so we were initially a little cautious about moving to a cloud based Indirect system, but it became very clear that we had much more control in submitting and reviewing our payment submission. PayGate gives us the flexibility of working from any device that can access the internet, as opposed to having to be in the same office connected to the dedicated PC. This gives us the added peace of mind that submissions and checks can be made from any location both within and outside of the campus, essential should there be an issue with the local network infrastructure not working. Our IT department were also very happy with the file encryption, hosting provision and security arrangements and of course we have the option of not storing the payment files at the point of submission.

Looking to the future, we plan to initiate more workflow and mapping techniques to introduce more automation to improve our DD collection rates. This will reduce the amount of miskeying and misinterpretation of customer’s information and the costs associated with payment failures, CORVID PayGate’s DDMS solution will certainly be included as part of those discussions”.



“We were very impressed with the way CORVID PayGate responded to our requirements, nothing was too difficult and the account management was extremely professional and helpful. We have now been using PayGate Online since March 2016; the implementation has gone well, on budget and on time. During the implementation, we had one non-standard file format which could not be processed, but this was quickly resolved with the file conversion tool supplied by Corvid PayGate and at no additional cost.

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