

## Improving student experiences with automated phone payments at Middlesex University



*"The more students that use the service the better value it becomes so we're promoting it extensively in our communications with applicants and students.*

*An added benefit of not having to take telephone payments manually is that we have the capacity to deal with more enquiries overall and this has improved our students experience here at Middlesex University.*

*We are very happy with this service from Pay360 by Capita and hope to see greater utilisation as students become more familiar with the functionality."*

**Pam Blake**

Finance Systems & Treasury  
Manager, Middlesex University

Middlesex University needed a convenient, secure and user-friendly system to automate student payments and free up resources.

### The challenge

- Each payment through their finance office took up to three minutes to process
- Huge drain on resources

### The solution

- Combining Automated Touch Tone (ATT) with other payment modules from Pay360 by Capita

### The results

- Students provided with a variety of convenient and secure channels to easily make payments
- Reduced risk
- Freed up staff to help students with more complex issues
- Saved time and money through centralised and efficient management of payments and reporting
- An improved student experience
- In the first 10 months of use, in excess of 800 payments totalling £1.6m were processed

The finance team can see all the transactions to report on them and process any refunds really easily from the Paye.net system where required. At peak times such as enrolment, Capita increased the numbers of lines available to meet higher demand.

To find out more about our Automated Touch Tone solution

Call **0333 313 7160** or email [Pay360digitalsales@capita.co.uk](mailto:Pay360digitalsales@capita.co.uk)