

How Intech and CSG Forte Streamlined Texas Court Services, Increased Collections by 230%

Company Overview

The online payments process in many Texas justice and municipal courts used to be a headache. Not just for the clerks keeping operations running day to day, but for people trying to pay a fine or fee online. Outdated portals and clunky user interfaces made payments a pain for everyone. This was especially true for people who called the clerk's office to pay. Clerks can't accept phone payments for security reasons and had to guide callers through the cumbersome online process. This presented several challenges, including long wait times, a confusing payment process and, at times, a language barrier. Late or missed payments and a heavier workload for court staff were often the results.

That's where Texas-based [Intech Worldwide LP](#) comes in. For more than 35 years, Intech has delivered advanced case management software, like its Apex Court Solutions, specifically designed to optimize justice and municipal court workflow. Intech, in partnership with CSG Forte, has integrated a suite of payment options within a

payer engagement platform that's designed to simplify and enhance the payment experience, revolutionizing how Texas courts accept and manage payments. Intech and Forte's robust payment platform provides a streamlined, user-friendly payment experience—which has been game-changing for both court staff and for people making payments.

The Challenge: Communication Barriers, Payment Bottlenecks

Rosie Alfaro, who's worked as a court clerk in South Texas' Dimmit County for more than a decade, often spoke with callers who struggled to find the county's online portal, let alone navigate it to complete a payment. She regularly spent more than 20 minutes on each call, often spelling out lengthy URLs and walking callers through the complex payment process. Dimmit County's high percentage of non-native English speakers made it even more difficult. **"We have to fill it out letter by letter, and some of those letters we can't pronounce or say in Spanish,"** Rosie explained.

Similarly, Navarro County criminal court clerk Cindy Bailey found taking payment phone calls challenging, time consuming and frustrating. **"The biggest problem was the language barrier. Some people could not navigate the website or enter their birthdates correctly."** Esther Hernandez, who's been a clerk in Dimmit County for 15 years, used to manually email residents a form with payment instructions. **"It was especially hard when people didn't know how to navigate the internet,"** she said.

Since implementing Forte, Dimmit County experienced:

One week with a **230%**
increase in credit card
deposits

A **20-minute**
reduction in call times



The Solution:

An Easy-to-Navigate, Easy-to-Communicate Platform

Now, Texas court clerks can quickly take payments over the phone by sending callers a link via a simple text, email or interactive voice response (IVR) call to their phone. Once the link is received, they can click to pay immediately, while still speaking with the clerk. Additionally, clerks can now initiate payments not just for their own precinct, but for any precinct that uses the platform. Before implementation, if someone showed up in Precinct 1 to pay a fine owed in Precinct 4, they were turned away and told they had to drive to the issuing precinct, potentially discouraging them from making any payment at all. Now, if a person goes to the wrong precinct, the clerk can still accept payment via:

- **Text to Pay:** The clerk **sends a secure payment link** via Short Message Service (SMS), facilitating immediate payment directly from the caller's mobile phone.
- **Email to Pay:** Clerks email a secure payment link that directs callers straight to their account. They can **pay immediately, without entering any additional info.**
- **IVR:** After receiving an automated call, they're guided through the payment process **in their preferred language**, reducing friction and increasing payment completion rates.

Forte supports Intech with several additional important features:

- **Automated payment reminders:** Reminders are sent automatically on a pre-set schedule, encouraging timely payments without manual follow-up.
- **Payment plan integration:** Courts can offer flexible payment schedules supported by Forte's automated reminder system, which encourages payment regularity.
- **PCI DSS compliance:** This guarantees all transactions are secure and compliant.

The Results:

Successful Payments, Happy Clerks

The results have been transformative. In the first week after implementation, Rosie in Dimmit County deposited **230% more in credit card payments than usual**. She's also saving **up to 20 minutes on each payment call**. "I absolutely love it. This is just the greatest thing ever," she said.

Sending callers to the payment platform "is a **push of a button** on the Intech system," Cindy said. Esther said the platform is "**just fantastic**," and Rosie loves that customers can pay on the spot: "If they want to pay now, **here's the link and they can get right to it.**" Cindy appreciates the reduction in input errors. "You're taking their information, plus you're checking their phone number," she said. "**It's just a lot easier.**"

Intech and CSG Forte have streamlined case management and payment procedures while increasing collections and caller satisfaction in courts across Texas. Are you ready to simplify payment processing, reduce errors and make it easier to both collect and make payments?

Discover how
Intech's Apex Court Solutions
and CSG Forte can
revolutionize your court's
payment process.

Contact us today to learn more
about our innovative solutions
and how they can benefit your
organization.

Contact Us Today