

Fast Pay: Redefining payment engagement in local government.

Break free and unlock cash flow.

Collecting payments is a never-ending pressure cooker. Traditional methods are manual, time-consuming, and disconnected. Citizens struggle with rigid systems. Arrears teams are drowning in follow-ups. And too often, the first sign of a problem is when the debt is already serious. The result? Revenue lost, trust diminished, and support delayed.

Enhance the citizen experience.

Fast Pay revolutionises how citizens interact with payments across the public sector, from council tax to parking and social housing—making it easier for them to make payments and get help. It gives finance, contact centre and digital leaders a tangible lever to reduce arrears, increase on-time payments, and ensure citizens feel supported, not pursued. The future of collections is here—and it's empathetic, efficient and intelligent.

Key benefits:

- Improve collection rates with 5 intuitive ways to pay—anytime, anywhere, via the channel that suits the citizen best.
- Reduce workloads with AI-powered proactive reminders and automated payment journeys.
- Support vulnerable payers with AI, triggered personalised help and guide citizens through application processes, including DHP applications.
- Gain actionable insights into behaviours and trends, and highlight late-payers—for early intervention.
- Ensure compliant payment processing with secure, auditable, PCI-DSS compliance across all channels.

Automate and analyse for operational efficiency.

Fast Pay automates payment processes across local governments. From one-off purchases to regular rent collections, timely reminders, and embedded payment options sent via 8x8 Proactive Outreach™ reduce missed payments before they happen.

Digital payments are easily processed through your citizen portal or the 8x8 Secure Pay™ portal, while virtual and human agents can process payments using voice, dial tone or sending a link via SMS.

Poor payers aren't just flagged—they're supported. The system can recommend options and initiate claims, seamlessly tracking interactions and feeding updates into your CRM.

Agents no longer waste hours chasing payments. Instead, they're equipped with insights that show who's at risk, what interventions have been attempted, and where to prioritise support.

Meanwhile, your arrears team doesn't chase. They see who's likely to default, who's improving, and where support is working.

Fast Pay is more than a payment solution—it's a shift in mindset. A future-ready way to treat citizens with dignity while hitting every collection metric that matters.

Increase collections with proactive reminders and support.

It starts with a friendly SMS reminder that a payment is due. With one tap, a citizen can connect with an agent or make a secure, online payment—whichever best suits their preference at that time.

If they're struggling to pay, AI steps in. The system gently asks if they need help and seamlessly starts a supportive conversation—guiding them through deferral options, payment plans, or even completing a Discretionary Housing Payment (DHP) application. No judgement. No pressure.

Every interaction is tracked, analysed, and improved. It's a full-circle transformation of the payment experience.

No apps. No long calls. No shame. Citizens feel supported, not chased. The entire experience is secure, mobile-friendly, and inclusive—whether they're on the school run or commuting on a train. By removing barriers and offering care and support, Fast Pay transforms a monthly stress point into a moment of empowerment.

This is what modern public service should feel like—accessible, compassionate, and effortless.

"8x8's feature-rich platform lets us really improve the services that we deliver to our community."

Mark Lumley, Director of Digital and IT, London Borough of Hounslow

Ready to see what 8x8 can do for you? [Learn more](#)