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CASE STUDY
Billing & payments



How St. Cloud made building services available 24/7

St. Cloud FLORIDA Soldier City

CLIENT
City of St. Cloud, Florida, Building Department

USE CASE
Billing & payments

THE CHALLENGE

The City of St. Cloud, Florida, runs a building department that manages more than 3,000 inspection requests and 2,000 permit applications every month. Most of its services were only available in person during office hours.

Staff were routinely pulled away from key work to process payments and answer phone calls, and the team worked overtime to keep up.

Additionally, the department recognized that their website had become outdated and that customers needed a more flexible solution.

PERFORMANCE BREAKTHROUGH

To provide a more convenient experience for contractors and homeowners, St. Cloud introduced a web solution from that brought key building department services together in one place. **Customers could make payments, schedule inspections, access plan review services, and attach documents online, without being limited by traditional office hours.**

By making these services available 24/7, the city created a more flexible, accessible experience while moving toward a fully digital operation and reducing reliance on in-person transactions. **The impact was immediate: the new solution processed $1 million in online payments in its first month,** demonstrating strong early adoption and the value of more convenient digital services.

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Modern payments for a modern building department

THE VALUE PROPOSITION

By moving payments and self-service online, St. Cloud gave contractors and homeowners round-the-clock access and gave staff time back for permit work.

Faster permit timelines

With fewer payments and calls to handle, staff focus on processing permit applications, which means faster timelines for contractors and homeowners.

Payments around the clock

Customers can pay, schedule inspections and find permitting information 24/7 in one hub.

Less paper, lower costs

Staff no longer print receipts, forms, or blueprints, increasing cost and labor savings.

A site built for customers

A tailored web solution with responsive, user-friendly design replaced the old, inflexible website.

> "With Selectron [now Convey], I took a 9-5 Monday-Friday office and made it a 24/7 office. We run fully digital now."
>
> Cristina Soto, Deputy Director of Administration and Technical Services

THE RESULTS

$1 million
In online payments in the first month

24/7
Access to payments, scheduling and permitting

3,000+
Inspection requests supported each month

2,000+
Permit applications supported each month

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