

Payment Solution Improves Engagement for Circuit Court

The Challenge

In Jefferson County, Tennessee, the Circuit Court Clerk sought to reduce costs, broaden access to justice, enhance citizen engagement, and improve operational efficiencies for staff. These objectives, already daunting, became even more urgent when the COVID-19 pandemic erupted, placing unprecedented complications on court resources and outreach to citizens. At one point, the court struggled to collect more than \$840,000 in outstanding fines and fees.

The Solution

To navigate the “new normal” while emerging even stronger, Circuit Court Clerk Kevin Poe secured a partnership with Catalis Payments Solutions (nCourt), a complete integrated platform that combines an outstanding user experience with best-in-class service for the court. Streamlining a process that’s historically unwieldy, the solution is built on Amazon Web Services, a leading technology platform with an interface that is reassuringly familiar, to ease the burden on both payers and support staff. Features that serve to enhance payment engagement, collection and compliance include: PCI compliant point-of-sale (POS) payment devices, with enhanced security to protect credit card information; flexible short and long-term payment plans over various channels; convenient case updates via secure mobile portals; and a payment call center staffed by bilingual agents.

The Results



\$1,500 Saved

in reduced public-access subscriptions



100% Guaranteed

indemnification for credit card chargebacks




24/7 Portal

access for citizens to render payment at their convenience

“As a true partner, Catalis supports our vision and gives us the tools to sustain a strong and vibrant future for Jefferson County and its citizens. Their solutions were pivotal in our efforts to respond to – and thrive within – the demands of the ‘new normal’ for our court system.”

Kevin Poe

Jefferson County,
Circuit Court Clerk

 877-725-3269

 paymentsales@catalisgov.com catalisgov.com