

6 WAYS

Governments Benefit from Digital-First Payments

Offering digital payment options is more more important than ever for government agencies, as constituents demand modernized systems and processes.

Here are a few stats to keep in mind:

93%

of constituents believe governments should offer online payments

88%

of constituents say they would use online payment services if available

40%

decline in global cash usage by 2025, according to Forrester predictions

1

Increased Cost-Effectiveness

Lower processing fees, reduce duplicate payments and improve real-time recordkeeping.



75% of survey respondents indicated they'd pay bills sooner if electronic payments were available.

Global cash usage will decline by **40%** in 2025.



Guaranteed Security & Compliance

PCI compliance, end-to-end encryption and tokenization secure citizen data.

2



The average cost of a data breach in 2024 was **\$4.88M** (a 10% increase from 2023).

Only **43%** of organizations were fully PCI compliant in 2022.



3

Accepts Multiple Payment Methods

From ACH to digital wallets, offer constituents their preferred payment methods.

The adoption of contactless payments increased by **40%** during the pandemic.



92%

of U.S. consumers report using some form of digital payment in 2024.

Citizen-Centric Features

Seamless payment experiences build trust and reduce user frustration.

4

88%

of citizens said they would use online payments if governments offered the service.

93% of citizens believe governments should offer online payments.



5

Increased Productivity

Automated workflows free up government staff for higher-value tasks.



Digital payment solutions can automate up to **50%** of manual payment workflows.

Agencies with automated workflows report **30%** fewer payment-related inquiries.



Easy Integration

APIs and responsive design ensure smooth adoption across departments.

6



APIs can reduce integration time by **40%**, accelerating time to market for new payment solutions.

Responsive, mobile-friendly payment platforms increase usage by **35%**.



CONCLUSION

To learn more about modernizing your payment experience while lowering your administrative overhead, visit forte.net/government.