

CITY OF SACRAMENTO



Introduction

Faced with the challenge of meeting stringent PCI data security standards and navigating complex compliance audits, the City of Sacramento sought a secure and efficient solution to manage its payment processing. After a competitive RFP process evaluating over a dozen options, Sacramento selected **iNovah by System Innovators** as its preferred platform.

Implemented in 2022, iNovah's hosted platform not only reduced the city's PCI compliance scope but also achieved its goal of establishing a unified payment system across departments.

Key features of iNovah include:

- Hosted SaaS platform
- Integrated in-person and online payment processing
- PCI SSF-compliant payment application
- P2PE-certified, EMV-compatible solution for secure in-person credit card transactions
- An ICL module for streamlined electronic check deposits

Sacramento, the capital of California with over 528,000 residents, delivers a broad range of goods and services to its citizens. Committed to adopting innovative, secure, and accessible technology solutions, the city chose iNovah to enhance its payment operations. In 2023 alone, Sacramento processed 1.6 million transactions across 13 offices, integrated with six billing systems, and managed five automated import files, all through iNovah's robust platform.

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Julie Coffeen, Program Manager for the City of Sacramento, explained, “System Innovators was selected due to the configurability of iNovah. The platform allowed us to seamlessly incorporate our business processes. We were particularly impressed with the two-step batch close/approval process, comprehensive reporting capabilities, and the system’s offline functionality.”

Return on Investment

- Reduced IT resource demands and operational costs from managing an on-premise environment
- Streamlined user account and password management
- Business-side savings through the elimination of manual deposit entries and reduced armored car service fees



Highlights

1.6M

Transactions processed

13

Offices using iNovah throughout the city

20hrs

Weekly savings on batch reconciliation

Conclusion

System Innovators is proud to partner with the City of Sacramento in achieving its strategic objectives. By offering a secure, user-friendly platform, iNovah enables efficient payment processing, reporting, and system updates, solidifying its role as a central hub for Sacramento’s financial operations. We look forward to continuing this successful partnership and delivering measurable results to other municipalities nationwide.

Reach Out

To learn more about how iNovah can help your organization email the team at sales@systeminnovators.com.