

CASE STUDY

Pay.gov

Enterprise e-payment platform for the Federal government

BUSINESS PROFILE

Task

Build a highly scalable e-payment platform for all agencies of the U.S. government.

Clients

- U.S. Department of the Treasury
- Agencies of the U.S. Government

Payment System

Pay.gov

Govolution Responsibilities

- Project management
- Functional design
- Platform architecture
- Coordination of developers and managed-service providers
- Implementation and migration of agencies from ICCC
- Testing and quality control

Challenges

- Security
- Scalability
- Integration
- Hosting
- Adoption
- Migration

Benefits

- Standardized e-collections
- Increased customer satisfaction
- Enabled e-Government

SCOPE

Pay.gov is the Federal government's new electronic payment platform for all e-government services, allowing citizens, businesses, and Federal agencies to conduct business via the Internet. Pay.gov is designed to process \$125 billion in electronic transactions each year and is expected to be used across all government agencies.

TASK

Govolution was tasked by the U.S. Department of the Treasury's Financial Management System (FMS) to provide strategic guidance on the architecture, design, functionality, and deployment of Pay.gov. The Pay.gov platform replaces the ICCC platform built by Govolution in 1996. Pay.gov provides a highly scalable architecture and robust features to accommodate the rapid adoption of electronic payments by citizens and businesses. Pay.gov is expected to process over 80 million transactions per year.

CHALLENGE

Success of the ICCC payment platform and rapid adoption of electronic payments by citizens and businesses prompted the U.S. Treasury to build one of the single-largest e-payment platforms for the Internet. The project included participation from leading consulting firms, financial institutions, and specialized software development firms. Govolution's extensive expertise and experience in design, architecture, and processing of electronic payment platforms was vital to the project. Project challenges included:

- Highly scalable architecture
- New multi-tier design
- New hosting platform
- Easy adaptability to various agency requirements
- Incorporation of credit card and ACH (e-check) capabilities
- Platform capable of handling billions of dollars of collections per year
- Enhanced identification and verification processes
- Coordination of over 600 software developers
- Migration of existing ICCC participants to Pay.gov

SOLUTION

Initiated in October, 2000, FMS and Govolution began defining the requirements of the new e-payment platform and assigning expert resources to the project. The project included incorporation of the newest technologies in transaction processing. Throughout the project, Govolution worked with EDS, Booz Allen Hamilton, Dante, several banks, and the Federal Reserve Bank of Cleveland. Govolution also provided the platform testing for the new e-payment system, and provided site deployment and quality control.

Continued

RESULTS

Over 15 of the largest Federal agencies have transferred their e-commerce activities to the Pay.gov electronic-payment platform, including:

- Department of Defense
- Department of Education
- Department of the Interior
- Department of Justice
- Department of the Treasury
- Department of Transportation
- Department of Veterans Affairs
- Federal Emergency Management Agency
- Federal Trade Commission
- General Services Administration
- Department of Homeland Security
- Library of Congress
- National Oceanographic and Atmospheric Administration
- Alcohol and Tobacco Tax & Trade Bureau
- Federal Mediation Conciliation Service

Pay.gov is the new government-wide platform for all e-payment collections.