

#### THE CHALLENGE

- + OKWU's existing payments platform was unable to meet the university's growing needs and the customer experience its students expected
- + The university relied on a complex web of systems to handle student payments and campus transactions, making the payments process costly and confusing
- + OKWU needed to simplify its reconciliation process
- + It also needed a payments platform that was compatible with its new SIS

#### THE SOLUTION

- + OKWU selected the ACI Speedpay® solution based on its wide range of digital payment plan options and omni-channel security
- + The university implemented a new mobile ID feature that eliminated printed ID cards and provided more secure, convenient contactless solutions
- + OKWU and ACI Worldwide worked closely to implement the full solution in just 60 days

#### THE RESULTS

- + The enhanced functionality and improved customer experience led to an increase in payment plan participation rates
- + OKWU achieved substantial cost savings by migrating from printed to mobile IDs
- + OKWU also streamlined its reconciliation process, moving from three payment gateways to one

## Oklahoma Wesleyan University Transforms Its Payments Experience in 60 Days

Oklahoma Wesleyan University (OKWU), a private institution with a student body of roughly 1,200 students, has always placed great emphasis on student satisfaction. In keeping with this mission and to meet its growth initiatives, the university needed to modernize its complex, costly payments platform. OKWU was also upgrading its student information system (SIS), requiring any new payments system to easily integrate with the new SIS.

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**“HAVING SO MANY DIFFERENT SYSTEMS, PLATFORMS AND SPREADSHEETS HAD BECOME COSTLY, CHAOTIC AND CONFUSING. WE NEEDED TO MAKE RECONCILIATION SIMPLER AND EASIER,” SAID ALEXANDER JOHNSON, IT ADMINISTRATOR, OKWU. ‘IF WE EVER WANTED TO GROW, WE NEEDED TO WORK MORE EFFICIENTLY. WE ASKED OURSELVES, ‘HOW CAN WE DO WHAT WE HAVE TO DO BUT IN A MORE CUSTOMER FRIENDLY WAY?’”**

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**ACI was able to go beyond our limitations and modernize in a way that gave our students the experience they expect.”**

Alexander Johnson  
IT Administrator  
OKWU



## Modernization in 60 Days

OKWU ultimately selected ACI Worldwide and the ACI Speedpay solution to modernize, simplify and expand its payment capabilities. “ACI rose above the other options we looked at, in terms of its functionality and the user experience, and its ability to settle all cards and ACH payments the next business day. They were willing to work with us to make sure the system integrated seamlessly with our new SIS,” said Johnson. Johnson also cited ACI’s cost model as being very appealing in cementing the decision.

The ACI and OKWU teams worked together to meet an aggressive deadline of just 60 days to have the new system up and running in time for the fall semester. “We did not compromise or cut corners but were able to meet our aggressive timeline with teamwork and the help of ACI’s rock star project manager, who kept us all on schedule with clear milestones, timing, roles and responsibilities.”

Additionally, the flexibility of the ACI Speedpay solution enabled the teams to integrate it with OKWU’s legacy system, helping to speed the implementation.

## Simple, Secure Payments

OKWU’s commitment to student satisfaction has led to a complete transformation of its payments platform and offerings. OKWU is now able to offer digitally-inclusive payment plans, as well as new options for one-off campus payments. The university’s payment plan rules, which were often difficult to enforce under its old system, have become far easier to enforce given ACI Speedpay’s reliability and flexibility—benefitting students and OKWU itself.

In addition, OKWU was able to quickly move 100% of its printed student IDs to mobile IDs. This move to mobile IDs provides a more secure, convenient contactless payments option for students—an invaluable offering in the age of COVID-19—while helping deliver a substantial cost savings for OKWU. “I was surprised at the level of excitement about the mobile ID,” said Johnson. “Not just from students but from faculty and staff, as well.”

ACI Worldwide is a global software company that provides mission-critical real-time payment solutions to corporations. Customers use our proven, scalable and secure solutions to process and manage digital payments, enable omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with local presence to drive the real-time digital transformation of payments and commerce.

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www.aciworldwide.com  
@ACI\_Worldwide  
contact@aciworldwide.com

Americas +1 402 390 7600  
Asia Pacific +65 6334 4843  
Europe, Middle East, Africa +44 (0) 1923 816393

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OKWU's roadmap now includes expanding its payments ecosystem to include the collection of enrollment deposits, alumni donations, athletics and more. This is made possible through a streamlined reconciliation process that has narrowed OKWU's three payment gateways to one. "The scope is so much easier to manage from an IT, accounting and business affairs perspective."

OKWU's successful transition was bolstered by its digitally engaged student body. The ACI Speedpay solution easily met the expectations of students and their families, helping to drive increased plan participation rates and collections. To learn more about how ACI Worldwide can transform your campus payments, visit [aciworldwide.com/industries/higher-education](http://aciworldwide.com/industries/higher-education).

## About Oklahoma Wesleyan University

Established in 1959, Oklahoma Wesleyan University is a four-year university located in Bartlesville, Oklahoma. The university is affiliated with the Wesleyan Church and currently has an undergraduate student body of approximately 1,200 students.



**OKLAHOMA  
WESLEYAN  
UNIVERSITY**

