

Managed payments solution boosts user experience and annual revenue



Driver & Vehicle
Licensing
Agency



A TECH MAHINDRA COMPANY

Standout Case Study

2023

Public Services

UK, Ireland, and Scandinavia



Opportunity

The Driver and Vehicle Licensing Agency wanted to transform the way customers pay for vehicle excise duty.

Offering a direct debit solution provided an additional payment channel for the customer. The client had a deadline of 18 weeks to deliver a solution to meet government commitments following a procurement process. The high volume of transactions and the short timeline created a large challenge, and equally sizable opportunity, for the client.

They partnered with Target Group Limited (a Tech Mahindra company), a long-standing service provider, based on the strength of their technical expertise and skill with ecosystems.

Imagining IT Differently

The solution created a secure, robust, reliable, and resilient online service to support direct debit payments by customers. It also supported transactions through third-party, over-the-counter service providers, and supplied a contact center solution for use by the client's staff.

The service is fully integrated and compliant with BACS, including automated registration and the management of direct debit mandates.

The client reported that the solution has exceeded their expectations, especially with the providers' skill in scaling, which was not a major consideration when they hired Target Group Limited (a Tech Mahindra company).

Future Made Possible

The new payments service has been a consistently high performing and successful solution:

- Performance exceeds a 99.5% uptime.
- Collected over £18.5 billion in revenue and an average of 1.325 million Direct Debit mandates successfully set up each month.
- The direct debit feature has been used by more than 31 million motorists.

According to ISG, this case study is an example of an impactful partnership, leveraging domain strengths to secure strong business outcomes.

