

CGI and fintech partner Ordo help PFP Energy make communities better



PFP Energy is a not-for-profit energy company, and one of the leading Gas and Electricity providers in the UK. They offer fantastic plans for homeowners and quality partnership deals for businesses.

The challenge

In 2020, Ordo and technology partner CGI, launched the UK's first Open Banking enabled end to end encrypted and wholly digitised request-for-payment service. We were asked to help PFP Energy simplify their customer payment journey, making it more joined up and intuitive whilst remaining secure. The solution needed to recognise the unique nature of PFP and its customers and the unusual times in which we were working in during 2020. The brief was to ensure that this could be achieved without costly integration or upfront cost whilst recognising that PFP customer services staff needed to be able to use the solution when working from home.

Together, we worked with PFP to enable their call centre staff to have access to a fully secure payment platform, myordo.com. This allowed them to take instant payment from their customers easily, giving both parties confidence that the right amount has been paid and received into the correct account. Ordo uses Open Banking to be able to transfer money directly and instantly from a customer's bank account to the businesses bank account, facilitated by the business sending a pre-populated digital request for payment to their customer. The customer immediately receives a secure link or text message, and within a few taps from their smart phone they can authorise payment directly from their own bank account.

With Ordo's secure bank transfer solution, both payer and business know they've been paid in real time, and the business receives its money in instantly cleared funds in the account of their choice automatically correctly referenced. Both parties know where they are, there is no security like PCI DSS card compliance needed as no account details are ever shared and no card is ever used.



Quick and easy implementation

By implementing Ordo, PFP managed to provide their staff with a solution they could readily deploy for use in real time with a customer on the phone, giving support to both the call centre employee and the PFP customer. It has also helped PFP reduce costs as Ordo is only 20p max per request for payment sent, enabling them to continue pursuing their core purpose of ploughing funding back into the community.

This was with zero integration. PFP just needed to take 3 minutes to register at myordo.com, connect the account they wanted to be paid into, and use either the Ordo App and Web solution, or the Ordo bulk upload capability when sending out multiple requests for payment.

PFP also utilised the Ordo AI tool for automatic upload of requests for payment to be distributed, saving even more time and money and taking the pressure off their business, staff and ultimately customers.

As the Ordo service is entirely real time, call centre staff can talk their customers through payment whilst they're on the phone, giving both parties trust and confidence; this has lowered abandonment of payment to nearly zero, setting it apart from other remote and delayed payment methods.

At a time when people and businesses are under stress from all directions, ease, security and certainty are what people crave, and that is exactly what CGI and Ordo delivers. Check Ordo out, book a short demo or try for free.

About Ordo

Ordo removes the hassle & headache from payments, making getting paid easy. Ordo means reduced costs, immediate money transfer, automatically reconciled payments, invoice security, and happy customers. They're FCA authorised (FRN836070), invested in by Nationwide Building Society, and the former Faster Payments leadership team.

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We're pleased to have been able to provide PFP with a solution that has helped them, their customers and their community.

"Ordo has meant we have been able to foster customer relations, supporting them when they need us by giving them a solution that's easy and allows them to stay on top of their finances. We have been able to reduce the burden on our staff working from home, often for the first time, and save costs so we can pass these savings on to our customers through our tariffs and services."

Natalie Brundish,
Head of Customer Experience
at PFP Energy

About CGI

Founded in 1976, CGI is among the largest independent IT and business consulting services firms in the world. With 76,000 consultants and other professionals across the globe, CGI delivers an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions.

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