



The Hyde Group
Making a lasting difference



Case study

Hyde Group

Contact point:
Chichi Onyenemelu

Housing Association, The Hyde Group, began using allpay's Bill Payment services in 2000, providing residents with a wide range of payment collection channels to pay their housing rent.

Following this successful relationship, Hyde approached allpay to resolve a unique challenge faced by its social investment team - Hyde Plus - to distribute grants from the Hyde Charitable Trust (HCT) to community projects.

Prepaid Solution

allpay supplied its Prepaid Card solution to the Group, allowing it to disburse grant payments on allpay's Prepaid Cards, reducing the administration and cost of issuing cheques and providing electronic auditing and monitoring of spend in line with the terms of the grant.

Hyde Plus has been using the cards for just over a year. They enable the team to easily issue HCT grants to community projects once their application has been approved.

Benefits of the solution

Chichi Onyenemelu, Hyde Charitable Trust Manager, said:

“allpay was able to provide a suitable product when we needed to find a way to track and monitor grant expenditure.”

“Our relationship with allpay has been positive throughout. Our contact has been dedicated and highly responsive to the queries we've posed and the support has been excellent. We are delighted with the flexibility that the supplier could offer us throughout both the implementation period and the year we have been live.”

“allpay demonstrated an understanding and willingness to support our needs, right from the beginning of the process. From our initial meeting to having the system up and running - including training and contract exchange - took just two months.”

“The training allowed a number of key staff to participate and took place on our premises using our equipment and software. This wasn't just cost effective for us, but also gave us the chance to robustly test the software in situ before going live.”

“The allpay product we received met those needs and enabled us to carry out one of our key functions much more effectively. We had one or two early issues with misspend from card recipients, but in both cases we were able to spot the misuse via the web-based Organisation Portal we use to manage the cards and put a stop to the use of the card. ”

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