CASE STUDY

Advanced polymer manufacturer

Leading manufacturer reduces costs and improves customer satisfaction

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50% reduction in internal costs

70% increase in customer eAdoption

Delivered on customer invoice preferences

98% ePresentment achieved

The Challenge

This manufacturer, a leader in advanced-technology polymer products for industrial applications, was looking to optimize their billing system and reviewed their internal processes to identify productive opportunities. At the time, they were outsourcing their bill delivery process to a third party who offered them both print and mail, and an EIPP (Electronic Invoice Presentment and Payment) site. However, they were not achieving their desired cost-savings targets, and wanted to apply more advanced billing technology to benefit their customers and themselves. They knew, however, there were more improvements to be made in the billing process.

> "I love reporting my billing costs with Billtrust because every month they are going lower and lower!"

Credit & Collections Manager

The Solution

The company implemented Billtrust Invoicing, which included services to support the billing process from start to finish. The integration with their enterprise resource planning (ERP) system, QAD, was seamless. Billtrust also enabled them to deliver their bills through a variety of different channels including mail, email, fax and online. Additionally, they could access Billtrust's Client Connect site where they could easily track, research and re-send invoices to their customers.

The Results

With Billtrust providing timely, accurate and secure invoicing services, the manufacturer was able to reduce costs by more than 50 percent versus their previous provider, and grew their eAdoption rates by 70 percent. Additionally, they increased their customer service productivity with Billtrust's Client Connect platform. Customers can now view, research and pay their bills through a secure, branded website.

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