

REVIEW/ENHANCEMENT OF BILLING PROCESS STOPS LOST REVENUE FOR LARGE ENVIRONMENTAL SERVICES COMPANY

BUSINESS SITUATION

Our client had a billing issue. Customer contracts were signed at a national level and invoiced at a local level. As a result, there was a disconnect regarding which services were billable. Field offices were often under- or over-billing customers, resulting in lost revenues and frustrated customers.

SOLUTION

The client contacted Beaird Group to resolve this problem. First, we worked with the client's management to create a master list of all national contracts, including customer name, contract terms, and allowed fees.

Next, Beaird Group consultants worked with the Corporate IT Department to identify and audit all national accounts. Beaird Group consultants cross-referenced the appropriate fields to the information provided in the master list and identified changes that needed to be made for contractual compliance. After these changes were identified, we calculated the monthly revenue impact of these changes on a per customer basis.

Beaird Group presented its findings to the client's Sales Managers and Directors. Upon approval, the consultants communicated the billing changes and revenue impact to field offices and worked with IT to implement the changes.

IMPACT

By developing a master list of national contract terms and revising accounts to meet these terms, our client was better able to meet its contractual obligations with national customers. In addition, the client was able to stop annual revenue leakage of \$1.8 MM due to inaccurate billing which went straight to the bottom line.



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