

Industry: Global Software Developer and Distributor
Solutions: Finance and Administration Back-Office Services Including Lockbox Management, Credit Card Chargebacks, Cash Application, Risk Management, Data Services
Results: In 2 Years, RMS was Managing Over 100 Deliverables (+50% Increase)

Summary

This Fortune 100 company was looking to outsource some of their standard back-office financial operations so that they could better focus their accounting staff on Business Development projects. Originally, there were 49 deliverables selected to be outsourced to RMS for management and servicing.

Customer Profile

This global software company provides a variety of products and services, including operating systems and software suites. While desktop applications and platforms remain the cornerstone of its operations, they have expanded their product lines to include video game consoles, digital media players, enterprise software, computer peripherals, software development tools, and Internet access services. Invoice practices had significantly expanded in the areas of online and global servicing.



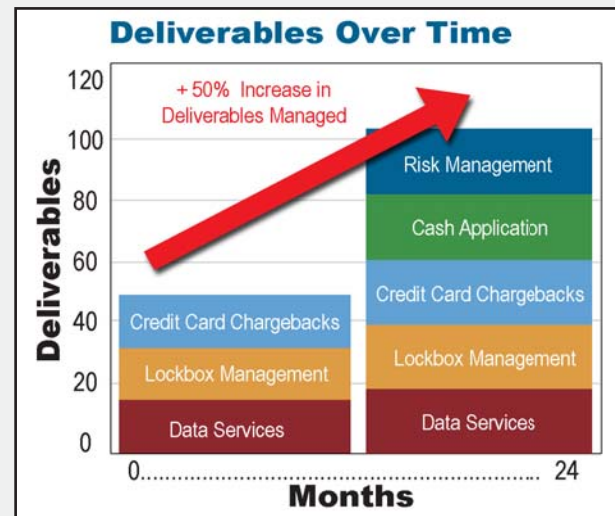
RMS Solution

RMS developed a plan to use a core group of highly skilled associates experienced in accounting, banking, data analysis and customer service to seamlessly take control of the initial 49 deliverables of essential back-office functions.

- **Credit Card Chargebacks** - Review transactions in relation to company points issued for dollars spent to adjust for cancellations and chargebacks
- **Lockbox Management** - Daily access of secure lockbox depositories to reconcile subscriptions, provide any required customer support, issue credits, and escalate into collections if authorized by the customer
- **Data Services** - Automatically access and regularly download reports, analyze the data for completeness and accuracy, follow-up on missing information and provide summary reports

Results

RMS exceeded the customer’s expectations with the first 49 deliverables, opening the door for additional services to be outsourced to them. In two years time, RMS was managing over 100 deliverables for this global, software corporation.



- Risk Management - RMS asked to develop and implement techniques to minimize the risk of fraud in their chargeback processes
- Cash Application - Added posting and reconciliation of 40,000 SAP line items being billed monthly
- Credit Card Chargebacks - 80% Improvement in reconciliations in just 3 months resulted in the addition of International credit card processes being serviced
- Lockbox Management - expanded to include the management of worldwide bank depositories and their daily reconciliations
- Data Services - Expanded to include the design, creation and implementation of standardized reports