

Customer Solution Briefs

Computer Hardware and Software



A publicly traded computer hardware and software company turned to RMS' best-in-class invoicing services for consolidating their invoicing processes, eliminating some manual invoicing issues, and streamlining their traditional print/mail output. RMS provided:

- Reporting and controls required for auditing processes and to meet the needs of public company SOX (Sarbanes-Oxley) compliance
- Custom built web tools for special invoicing situations, such as government contracts
- With one invoicing system the company now has an electronic trail and an archived invoice database simplifying research and providing immediate response for invoice copy requests

Biotechnology



When a major biotechnology company was experiencing issues with multiple divisions from acquisitions, a solution was needed to support their diverse brands and systems. RMS provided:

- One invoicing data repository providing corporate wide billing and consolidated reporting while still invoicing for multiple brand names
- Follow-up past due and collection letters to resolve outstanding account balances
- Specialized projects, such as vendor mailings and collection letters, for severely past due accounts from acquisitions

Environmental Services



This major waste services company, with highly decentralized operations, needed to standardize the look, feel, and branding of their invoicing. The company's finance team also needed tools and controls to monitor billing compliance and drive cash flow. RMS provided:

- A print/mail solution for hundreds of thousands of monthly invoices for commercial and consumer accounts
- Electronic billing providing a convenient remittance process and a competitive advantage in the consumer market
- In depth reporting for accurate status reports of amounts and timeframes for each billing file deemed critical by the finance managers

Wholesale Nursery



A fast growing wholesale nursery, which was also active in acquisitions, required a total billing solution and employee communications. RMS provided:

- A comprehensive BPO (Business Process Outsourcing) solution utilizing the full range of RMS' technology to deliver invoices and order confirmations
- The printing and mailing of required employee communications, such as benefit packages
- A streamlined process and pricing package to accommodate ad-hoc requests and volume growth