



SPI Switches to Better AP

Seeking an ERP upgrade, automation and increased rebates, SPI found a fit with Bottomline's Paymode



Major Obstacles Require Major Decisions

SPI was struggling with visibility and lack of customer support from their AP processes and payments provider, but ultimately an ERP upgrade forced a change.

The global insulation distribution and fabrication company found themselves dealing with a frustrating lack of visibility into the 6,000-8,000 invoices they needed to pay monthly. Supplier payments and refunds were complicated and customer service was slow. When it was time to upgrade their accounts system, Infor, and their solution couldn't accommodate their needs, the situation reached a breaking point.

SPI needed a stronger fit and attentive customer support. They began working with Basware to help with their invoice processes and were referred to Bottomline for payments upgrades that could integrate seamlessly with Infor.

"(The old solution) was difficult to use. Paymode is not."
– Karen Singleton, Director of Credit & Shared Services

Streamlined & Speedy

SPI was ready for the change. "I would rather have my team sit and stuff checks for two hours than deal with (SPI's old solution) anymore," said Candice Mooney, Shared Services Manager with SPI. They were frustrated by partial payments, a cloudy cash picture and upset suppliers. Bottomline offered an easy way to upgrade visibility and increase the number of electronic payments. SPI joined the Bottomline payment network to shift a significant amount of their AP spend to faster, more secure digital payments with an option to earn more rebates. The results exceeded their expectations.

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Specialty Products
and Insulation

Customer Overview:

SPI is a global leader in the distribution and specialty fabrication of insulation products for a wide variety of applications.

Key Objectives:



Upgrade and sync AP
data with new ERP



Improve payment
visibility



Achieve secure
digital payments



Cut down on
supplier complains

How Did SPI Benefit from Bottomline?

Nine months after making their first digital payment through Bottomline's secure network, the company has seen a better-than-expected enrollment rate. That includes 578% more transactions via Premium ACH, Bottomline's proprietary rebate-generating ACH payment type, than originally forecast. The company also enrolled 110% more spend than originally anticipated, further streamlining accounts payable.

Vendors have appreciated getting their payments more quickly, while SPI has benefited from being able to pull up critical account and payment information instantly. Data flows seamlessly back and forth from Infor, as well.

"Our experience has been impeccable. It flowed so well and was so well-planned, it enabled us to focus on the more complex tasks at hand." — Candice Mooney, Shared Services Manager

The success is due to a high percentage of suppliers already being enrolled in Bottomline's network, per Singleton, as well as the compelling remittance and payment speed benefits for those vendors who chose to enroll. The speed and transparency is paying off in a big way for SPI.



Want to get up and running with better payments in as little as two months? **Learn how we can help.**

Watch Video

By the Numbers



578%

More secure, digital ACH transactions than planned



110%

More enrolled, rebate-generating AP spend than forecast

Learn More



About Bottomline

Bottomline helps businesses transform the way they pay and get paid. A global leader in business payments and cash management, Bottomline's secure, comprehensive solutions modernize payments for businesses and financial institutions globally. With over 35 years of experience, moving more than \$10 trillion in payments annually, Bottomline is committed to driving impactful results for customers by reimagining business payments and delivering solutions that add to the bottom line. Bottomline is a portfolio company of Thoma Bravo, one of the largest software private equity firms in the world, with more than \$142 billion in assets under management.

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