**Bottomline**

# Bottomline Technologies

Increases Accounts Receivable Efficiency
through Statement Automation

## BURIED IN PAPER

As a premier provider of technology-based business solutions, Bottomline Technologies understands the value of automating outbound document processing. To accomplish that initiative, Bottomline's finance team turned to the PTX platform, its own cloud-based document and communications network. PTX transformed the Accounts Receivable (AR) process by converting the majority of its statements and invoices from paper-based to electronic format. Bottomline's Credit Control department was one of several to adopt this technology.

The Credit Control team handles many AR tasks including invoice queries, escalations, collecting outstanding balances and statement runs – to the tune of 6000 a month. Once PTX was in place for its monthly statement runs, the team reached out to existing customers to inform them of the new electronic format and implemented it as the standard statement delivery method for all new customers. The majority of customers had no issue converting to the electronic process, but as any organisation that adopts automation discovers, there remained a contingent of customers that still required these documents in paper form – amounting to nearly 500 customers that continued to need statements printed, stuffed into envelopes, posted and sent to locations in the UK and across Europe.

Once a month, this intense, hands-on process typically required a supervisor, two receptionists and a dedicated printer to complete the job. Between paper jams, running out of toner and botched print runs, the disruption wasn't contained strictly within the Credit Control department since the printer was a shared resource and if a problem arose, the process affected productivity in other areas.

Vicky Dredge, Credit Control Supervisor, knew there had to be a better way to manage these paper statement runs.

*"PTX has completely streamlined our statement runs for those customers who continue to require paper invoices. Now, instead of dedicating resources to handle these runs manually, we've freed up employees to work on more important, value added tasks and eliminated disruption to workflow in other departments," said Vicky Dredge, Credit Control Supervisor.*

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### CUSTOMER OVERVIEW

Bottomline Technologies (NASDAQ: EPAY) helps businesses pay and get paid. Businesses and banks rely on Bottomline for domestic and international payments, effective cash management tools, automated workflows for payment processing and bill review and state of the art fraud detection, behavioural analytics and regulatory compliance.

### KEY OBJECTIVES

Centralised platform for print and digital documents

Outsourced print and post capabilities

Tracing and visibility into statement runs

## ABOUT BOTTOMLINE TECHNOLOGIES

Bottomline Technologies (NASDAQ: EPAY) makes complex business payments simple, smart and secure. Corporations and banks rely on Bottomline for domestic and international payments, efficient cash management, automated workflows for payment processing and bill review, and state of the art fraud detection, behavioral analytics and regulatory compliance solutions. Thousands of corporations around the world benefit from Bottomline solutions. Headquartered in Portsmouth, NH, Bottomline delights customers through offices across the U.S., Europe, and Asia-Pacific.

For more information, visit www.bottomline.com

*To learn more about how our PTX Payments and Business Solutions Suite can hep you, contact us today.*

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## CREATING EFFICIENCIES

The Credit Control team worked with the Bottomline product team to explore available features within the platform and determined that PTX would help streamline and manage the monthly processing of paper statements.

PTX provides a flexible and efficient solution for organisations that are required to provide electronic and printed documents to customers due to unique logistical or regulatory reasons. Businesses of all sizes are able to utilise Bottomline's robust, high capacity document production infrastructure, effectively outsourcing the process and alleviating the need for dedicated resources.

This cloud-based service generates, prints, inserts, franks and routes documents through a centralised interface that offers visibility and easy access to files for reprinting or resending when necessary. The technology generates pre-formatted documents or can integrate with third party CRM or ERP systems to create customised documents.

*"PTX is very easy to use and having a single process for both emailed and printed statements is a game-changer. Everyday frustration has gone away," said Vicky Dredge, Credit Control Supervisor.*

## STREAMLINED STATEMENTS

With PTX in place, the monthly statement run is completely transformed. Now, with a single action, statements are created in PTX and delivered to customers via their preferred method, either emailed or sent to Bottomline's print and post service for handling. A monthly process that required three dedicated resources for a full day now takes one resource a fraction of the time. "It's a matter of simply entering the necessary information in the morning and monitoring the job as it runs in the background," says Dredge.

This frees up the supervisor to handle any escalation incidents in a timely manner and allows the receptionists to focus on core activities rather than stuffing envelopes. Additionally, since the equipment isn't housed on site, printer break downs and paper jams are no longer maintenance issues, saving time, frustration and cost. Department morale has increased along with productivity, resulting in a significant resource and cost savings.

Dredge continues to work closely with the Bottomline team, providing feedback to further enhance the PTX functionality. In fact, development is underway to expand the postal capability to include delivery to international destinations.

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