

Case Study

How a Transport Leader Reduced DSO and Streamlined Onboarding

Fast, scalable and reliable e-invoicing service



Business

- Truck Transport Services

Challenge

- Tedious and error-prone invoice processing threatened to hinder responsiveness and integrity of service to major accounts

Outcome

- Transformed service for e-invoicing
- Enhanced data integrity with less errors and rework
- Reduced Days Sales Outstanding
- Improved speed and cost-efficiency of customer ramp up

Louisiana-based ACME Truck Line is a leader in the truck transport of equipment, materials, and supplies throughout the United States. The company operates a fleet of over 2,500 trucks in 30 service markets across 10 states, and hauls 8,000 truckloads of oilfield, general commodities, and expedited freight every week. It's a complex and fast-paced business. Along with safe, on-time deliveries, responsiveness and integrity of service are key to ACME Truck Line's success.

But responsiveness and integrity of service can be a challenge in the traditionally paper-based truck transport industry where invoice processing standards vary from customer to customer. When asked by a major oil and gas industry customer to shift from paper to electronic invoicing, ACME went in search of an easy-to-use solution with performance and scalability that would not require technical or IT expertise. A careful evaluation led the company to select Actian BXSUPPLIERCONNECT to support aspects of its invoice processing as a managed service.

Before deploying the Actian solution, ACME had to enter all of its invoicing data twice: once in its own accounting system and once in its customer's e-invoice system. Entries include Authorization for Expenditure (AFE) codes, well IDs and many other specified data fields. In effect, this 'double-entry' practice doubled the risk of errors, delays and rework in the invoicing process. It also had an adverse impact on the company's customer onboarding process, making it unnecessarily cumbersome and complex and hindering support of high-volume customers.

ACME Truck Line engaged an IT consultant, Mike Bernard, to find an easy-to-use solution that could help the company improve invoice processing, accelerate customer onboarding, and scale easily with business growth. Bernard chose the Actian platform and Actian BXSUPPLIERCONNECT to be implemented as part of ACME's managed service.

On the Road to Winning Results

Bernard was pleased with the experience of working with Actian and BXSUPPLIERCONNECT to set up electronic invoicing for the initial customer, a major oil and gas producer.

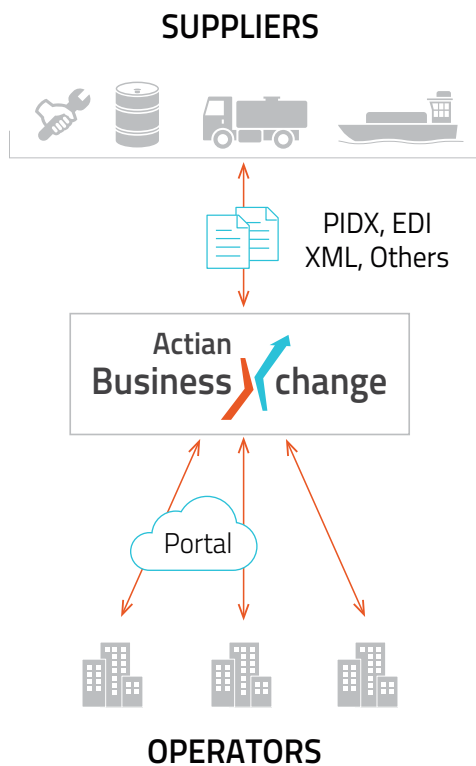
"I had a consistent point of contact at Actian who understands my business, and the new customer onboarding process took just 20-25% of the time it took with our other service provider." Bernard cited four key advantages provided by BXSUPPLIERCONNECT:

- "anything to anything" transformation capability
- the ability to automate invoice formatting
- convenient web-based monitoring for high-volume customers
- the ability to scale services to a growing and diverse customer base

Using BXSUPPLIERCONNECT has eliminated the need for double-entry, significantly reducing invoice errors, delays and rejections, and accelerating time to revenue. A single invoice file is delivered to the Actian platform, which in turn automates data formatting and validation and provides electronic invoicing in the customer's specified format.

"The Actian BXManager provides a web form with the fields needed for the majority of ACME Truck Line's customers, whether XML or EDI, so we can get them up and running very quickly."

According to Bernard, there was no need to know the ins and outs of every XML or EDI transaction, because those details are handled automatically by BXSUPPLIERCONNECT.



"We simply fill out an electronic form and BXSUPPLIERCONNECT takes it from there; doing all the mapping without us having to follow up. We even had a case where a field wasn't in the file – we added the field and BXSUPPLIERCONNECT mapped it without a problem. It's efficient and easy to work with and has the connectivity options ACME Truck Line needs."

With duplicate data entry eliminated and automated up-front error detection in place, ACME's invoice processing time has decreased, reducing Days of Sales Outstanding. Based on its first customer success, ACME Truck Line extended the BXSUPPLIERCONNECT managed service to other high-volume customers, many of whom use a popular hosted payment processor.

Actian BXSUPPLIERCONNECT has also demonstrated reliable scalability as ACME Truck Line's business grows and along with it, demand for new invoicing and other B2B documentation services.

"BXSUPPLIERCONNECT validates the data before passing it on, so we know if an AFE or well ID or invoice number needs correcting. When we know up-front that all the data is correct, we can count on timely invoice processing, reduced rework, and getting payment in the door faster. With the move to Actian BXSUPPLIERCONNECT, ACME Truck Line has reduced data errors and increased data quality, speeding time to revenue."

** Days Sales Outstanding: A measure of the average number of days that a company takes to collect revenue after a sale has been made.*



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