

# | CASE STUDY

## Integration to New Billing System

# Overall increase in financial management through standardization of processes through the new system

## Client

Leading Court reporting Service Provider with Global Presence

## Industry

Legal Services

## Business

Our client's court reporting and Finance business wanted the integration between the existing application and new billing system to be able to transmit information to each other. So that customers can be billed, suppliers can be paid, and records can be updated appropriately.

## ATG

- Key Resources from the expert team were identified and went through a standard integration process.
- Supporting infrastructure was provided to the dev team from day one with support from the IT, Management and Administrative teams
- The Integration program supports complete sales flows, from setting up customers to creating sales orders, where items are shipped to the customers and payment is initiated by sales invoicing.
- Our integration process handled sales and purchase processes for our client as those are very important elements of all businesses and delivered on time
- The Team was equipped with supporting resources to provide better coverages

## Business Impact

- Member satisfaction has increased by 45%
- Increased efficiency on Financial Management by 25%
- Improved Sales Billing system
- Reflected in the form of increased efficiency of employee through ease of operation.
- Uninterrupted service provided to the clients
- Standardization of Processes suggested and implemented to maintain quality of Service