



CASE STUDY

# Technology provider

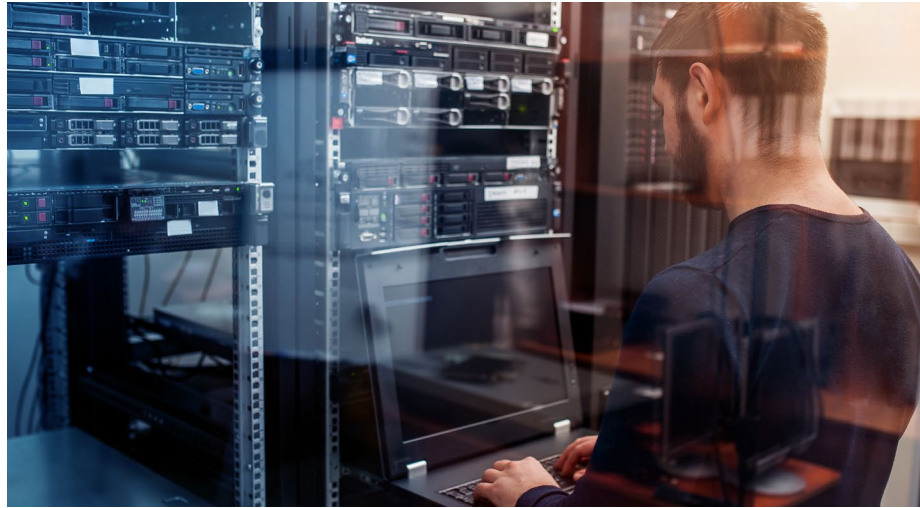
Professional Services provider finds efficiency sending over half a million international invoices

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**71% ePresentation** achieved

**Over 800,000 invoices** emailed per month

**33,000 customers** converted to eInvoicing in one year



## The Challenge

This technology provider is a global business dedicated to storing, protecting and managing information and assets. They serve everyone from local enterprises to almost all of the FORTUNE 1000. From critical business information to geological samples, works of fine art to original recordings of treasured artists, their customers rely on them to protect what they value.

Before partnering with Billtrust, they were handling massive billing and payments loads internally. At the time, this meant that their internal teams were in charge of sending out approximately 760,000 invoices a month by mail. To successfully execute on this from month to month was a hefty undertaking and straining their internal resources.

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**"I set a high KPI for my team to focus on converting customers to digital invoicing. With Billtrust, we surpassed our goal by over 9,000!"**

**VP of Order-to-Invoice  
Technology provider**

### **The Solution**

This technology provider partnered with Billtrust to deliver an automated billing and payments solution to customers while also handling mailed bills. The Billtrust payment portal provided customers with flexibility in how they could pay, offering 24/7 access to invoices. Further, Billtrust's eAdoption team helped their accounts receivable (AR) team convert customers from print to digital over time.

### **The Results**

Billtrust's billing and payments solutions gave the AR teams the efficiency they were looking for. By partnering with the Billtrust eAdoption team and implementing several conversion campaigns, they've been able to reach an ePresentment rate of 71% – a figure that continues to grow. Just last year, they aimed to convert 24,000 new customers to digital invoicing, but exceeded that and converted over 33,000. Now they send out over one million bills per month internationally with Billtrust's solutions, emailing 800,000 of those.



Learn more at [billtrust.com](https://www.billtrust.com).

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