



ACI Worldwide, the Universal Payments (UP) company, powers electronic payments for more than 5,100 organizations around the world. More than 1,000 of the largest financial institutions and intermediaries, as well as thousands of global merchants, rely on ACI to execute \$14 trillion each day in payments and securities.

Challenges

ACI uses complex billing scenarios, modifies contracts frequently, includes periodic price escalations, and processes very high volumes of usage data. As a result of high growth and multiple acquisitions, the company had collected three separate billing systems and 80-plus usage tracking platforms. These disconnected systems required extensive spreadsheets and manual processes to ensure accurate billing and invoicing and prevented the company from conducting in-depth analysis and forecasts.

Solution

RecVue helped ACI to integrate usage transactions into a single platform for contract management and billing, automate the entire order-to-invoice cycle, and gain insight into the entire population of usage data and billing transactions to identify revenue leakage and potential opportunities for new revenue.

Benefits

RecVue has helped ACI Worldwide to be in a better position for growth: the billing department now has the flexibility and scalability it needs to manage new pricing and billing models in a high-growth market. By implementing a standard process with RecVue at its core, the company has reduced the time required for the order-to-invoice cycle, increased operational efficiency by eliminating multiple systems and manual processes, and created a single source of cohesive data for advanced analytics and forecasting.



Industry:
Technology,
Financial Services



Annual Revenue:
\$1 Billion

1 Unified Platform

Combined 3 separate billing systems across 4 acquired companies

Manage contracts and automate billing across 100,000 pricing models

250 Million Transactions/Month

Integrated 80-plus distinct usage systems directly into the billing engine

Standardized data for analysis and forecasting across millions of transactions

52% Reduced Time-to-Invoice

Anticipate extension to 99% invoice accuracy, up from 97% baseline

Improved invoice clarity with a single source for contracting and billing

73% Less Manual Intervention

Automated complex usage-based calculations and CPI application

Reduced spreadsheets for usage collection and verification of billing



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“There were two main business problems we needed to solve: automation of complex usage-based calculations and automation of the consumer price index application. RecVue’s versatility solved both issues and eliminated hours of manual effort!”

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“RecVue is very easy to work with. They openly welcome ideas that improve the functionality of their product, and always make every effort to tailor the system to your individual business needs.”

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“The system is easy to navigate and has flexible and customizable reporting tools. In addition, the 1-click Contract changes and Cancellations feature has really helped us to eliminate manual proration calculations.”

– **Kevin Long**, VP, Global Cash Operations, ACI Worldwide