EXECUTIVE BRIEF

ACI WORLDWIDE'S DIGITAL TRANSFORMATION JOURNEY WITH RECVUE

Automation and Acceleration: Take Billing and Invoicing to the Next Level

In financial services revenue management, accounting teams are under greater pressure than ever to deliver new levels of speed, precision, and insight. But they face daunting challenges: massive transaction volumes, complicated contracts and terms, GAAP compliance, and hidden revenue leakage – to name just a few. Spreadsheets are overmatched by the transaction volumes, and the faster pace of business means even automated accounting systems can't keep up with the complexities.

That's the environment ACI Worldwide faced – and why it needed a completely new approach to transform its billing and invoicing processes.

A Financial Powerhouse

When payment transactions happen anywhere in the world, there's a good chance that ACI Worldwide is involved. This $1 billion behind-the-scenes software provider powers more than $14 trillion in payment and securities transactions every day and 250 million transactions per month. Every day, 5,100 organizations worldwide, including hundreds of leading global retailers, thousands of merchants, 1,000 leading financial institutions and intermediaries, and 18 of the world's largest banks rely on ACI Worldwide to keep payments flowing smoothly with unerring accuracy and unsurpassed speed.

Breaking Free From Legacy Tools

Start with thousands of customers, 100,000 pricing models, and frequent modifications. Add in multiple billing systems and more than 80 usage-tracking platforms – none of which were integrated with the billing systems. The result: the very picture of complexity, creating billing errors, revenue leakage, productivity losses, and decreased customer satisfaction.

Recognizing that its back-office tools were a liability holding the company back, ACI initiated a multi-year ERP project aimed to help the company break free of its legacy tools and processes.

None of the above

Require custom systems to help with collecting and processing billing transactions

Revenue leakage may be a problem, but it's difficult to know for sure

17.1%

17.1%

8.6%

In a recent survey RecVue asked financial pros about the challenges they face in preparing bills and invoices. Here's what they're facing:

20.0%

37.1%

Data in too many systems or spreadsheets prevent comprehensive reporting, analysis and forecasting

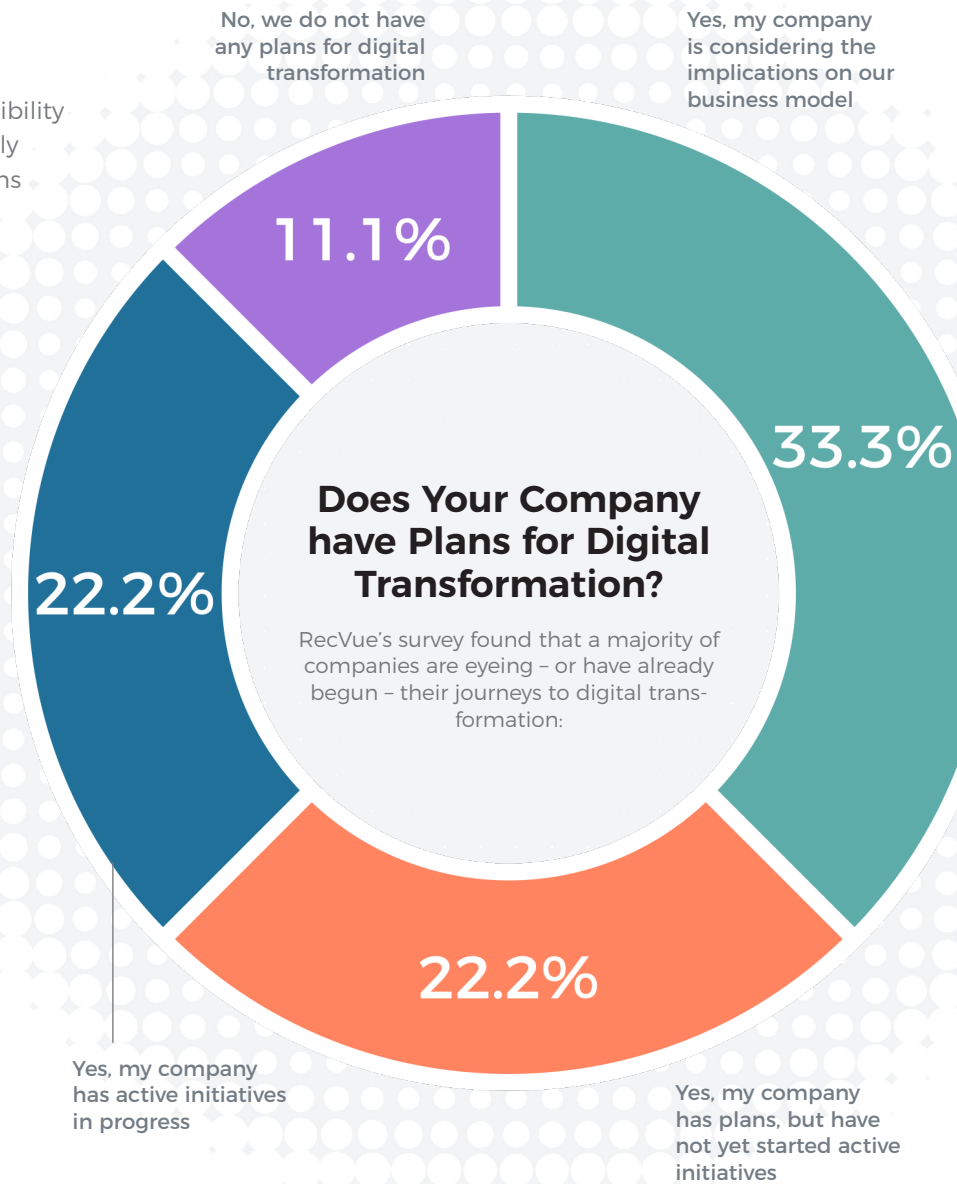Must rely on many manual processes and spreadsheets to process billing transactions

Setting the Stage for Growth

ACI's straightforward goals revolved around flexibility and scalability. Recognizing its needs would only grow (it was managing four different acquisitions with more expected in the coming months), the company nonetheless wanted to avoid adding to its accounting staff by achieving new efficiencies in all areas of order-to-cash, revenue, and other accounting tasks; by automating contracts to ensure billing reflects the latest terms and conditions (such as CPI calculations); and increasing the accuracy and timeliness of its billing and invoicing.

That's a tall order, which led the company to design a rigorous vendor-evaluation cycle. Here's what ACI needed

- Scalability to more than 250 million transactions per month
- Ability to accommodate a wide variety of complex contracts and pricing models
- Integration with Oracle Financials Cloud
- An intuitive user interface to keep training costs low
- Ability to collect usage from multiple sources
- Flexible reporting and analysis

No, we do not have any plans for digital transformation

Yes, my company is considering the implications on our business model

11.1%

33.3%

Does Your Company have Plans for Digital Transformation?

RecVue's survey found that a majority of companies are eyeing – or have already begun – their journeys to digital transformation:

22.2%

22.2%

Yes, my company has active initiatives in progress

Yes, my company has plans, but have not yet started active initiatives

> **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.**
>
> - Kevin Long, Vice President of Global Cash Operations

RECVUE™

Recvue's Next-Generation Monetization Platform

Designed with Big Data at its core, RecVue is the only monetization platform built for complex business practices to support recurring-revenue models like ACI's. Here's how RecVue meets or exceeds ACI's demanding requirements:

COMPLEX CONTRACTS

ACI supports the wide diversity of highly complex contracts in ACI's business

USAGE DATA

ACI can automatically collect and mediate usage data to help prevent revenue leakage.

AUTOMATED PRICING

ACI can configure its own automated pricing rules based on virtually unlimited characteristics.

BILLING

RecVue provides robust and agile billing.

COMPLIANCE

ACI's revenue recognition policies comply with ASC606/IFRS 15 regulatory frameworks.
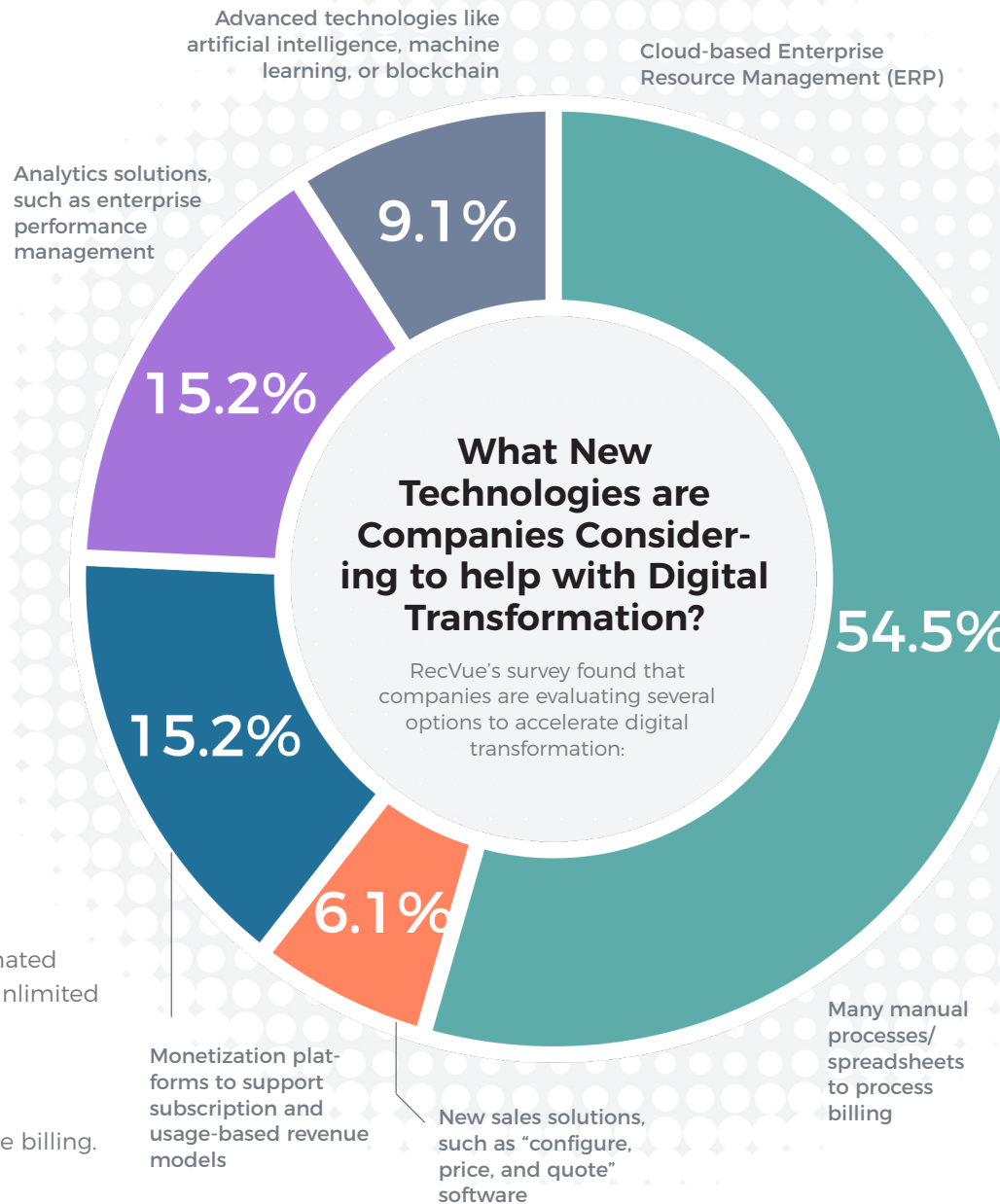
PAY-SIDE OBLIGATIONS

With RecVue, ACI can automatically manage pay-side obligations for revenue sharing with partners and third parties.

ANALYSIS AND REPORTING

RecVue collects vast amounts of data so ACI can analyze and report on data spanning millions of monthly transactions.

Advanced technologies like artificial intelligence, machine learning, or blockchain

Cloud-based Enterprise Resource Management (ERP)

Analytics solutions, such as enterprise performance management

9.1%

15.2%

What New Technologies are Companies Considering to help with Digital Transformation?

RecVue's survey found that companies are evaluating several options to accelerate digital transformation:

54.5%

15.2%

6.1%

Monetization platforms to support subscription and usage-based revenue models

New sales solutions, such as "configure, price, and quote" software

Many manual processes/spreadsheets to process billing

THE
RESULTS

ONE UNIFIED PLATFORM

- Combined three separate billing systems from four acquired companies
- Complete integration with Oracle Financials Cloud
- Manages more than 5,000 diverse global contracts and automates billing across more than 10,000 possible billing identifiers

FASTER TIME TO INVOICE

- Reduced its time to invoice by 52%
- Anticipates improving invoice accuracy from 97% to 99%
- Improved invoice clarity with a single source for contracting and billing
- Leverages consolidated billing, eliminating need to invoice on contract-by-contract or amendment-by-amendment basis

LESS MANUAL INTERVENTION

- 73% less manual intervention
- Automated calculations of complex usage data
- Reduced manual review of contracts for changes in terms and amendments
- Automatic application of CPI calculations based on contract schedules
- Significantly fewer spreadsheets required for usage collection and verification of billing

A COMPLETE SOLUTION

- 250 million billable transactions each month
- Complete visibility into all transactions from more than 80 usage systems
- Improved invoice accuracy and customer experience
- Standardized data for analysis and forecasting

About RecVue

RecVue is the fastest growing agile monetization platform that helps enterprises manage their innovative business models. We are the only platform that gives companies complete control over all aspects of their recurring revenue contracts at scale while maintaining the flexibility for monetization innovation and financial rigor for compliance. The result is increased revenue growth, faster time to market, and total visibility into all revenue streams. The future of monetization is with RecVue.

For more information, visit http://www.recvue.com.