



Fortune 500 Telecom Infrastructure Leader

Our customer is a leading U.S. provider of shared communications infrastructure – including towers, small cells, and fiber networks – enabling seamless connectivity for wireless carriers, businesses, and communities nationwide, and supporting the rapid growth of 5G and next-generation networks

Challenges

Our customer had acquired five fiber businesses in the past decade. The manual spreadsheet-based process was cumbersome and they did not have a system to manage billing and revenue recognition that was efficient. The complexity of the B2B contracts, their volume, and the pricing strategies—such as free subscription months or pricing uplifts—resulted in significant manual workarounds. With all the growth it was too difficult to manage all of the different lengths of contracts, the recurring revenue invoices, amendments such as early termination fees, interest rates, and have an audit trail. This created strain on their back-office operations; particularly their legacy billing software. Simulating new subscription models with complex pricing and billing rules became impossible with the legacy billing system and Excel®. Their ability to meet customer demand and competitive pressures was limited, as was the adoption of new subscription models.

The finance team knew that in order to stay competitive, they needed to bring all back-office billing systems onto one platform. They have multiple systems they rely on for billing, including Oracle ERP Cloud, CRM Dynamics, and Avalara that must integrate with a new solution.



Industry
Telecommunications



Company Type
Public, S&P 500 company listed on the NYSE with an enterprise value of \$61 billion



LOCATION
Houston, TX, 100 plus offices nationwide



EMPLOYEES
5000+

\$1.2B

Processing 60,000 billing lines in revenue

Realtime

Bill customers for new service contracts

Enable

in a more timely fashion

Challenges

Our customer had acquired five fiber businesses in the past decade. The manual spreadsheet-based process was cumbersome and they did not have a system to manage billing and revenue recognition that was efficient. The complexity of the B2B contracts, their volume, and the pricing strategies—such as free subscription months or pricing uplifts—resulted in significant manual workarounds. With all the growth it was too difficult to manage all of the different lengths of contracts, the recurring revenue invoices, amendments such as early termination fees, interest rates, and have an audit trail. This created strain on their back-office operations; particularly their legacy billing software. Simulating new subscription models with complex pricing and billing rules became impossible with the legacy billing system and Excel®. Their ability to meet customer demand and competitive pressures was limited, as was the adoption of new subscription models.

Our customer had acquired five fiber businesses in the past decade. The manual spreadsheet-based process was cumbersome and they did not have a system to manage billing and revenue recognition that was efficient. The complexity of the B2B contracts, their volume, and the pricing strategies—such as free subscription months or pricing uplifts—resulted in significant manual workarounds. With all the growth it was too difficult to manage all of the different lengths of contracts, the recurring revenue invoices, amendments such as early termination fees, interest rates, and have an audit trail. This created strain on their back-office operations; particularly their legacy billing software. Simulating new subscription models with complex pricing and billing rules became impossible with the legacy billing system and Excel®.



Their ability to meet customer demand and competitive pressures was limited, as was the adoption of new subscription models.

The team had been a RecVue customer for recurring billing and revenue recognition for the fiber business. Following the acquisition, they recommended to the parent company to leverage RecVue to handle billing transformation for the fiber line of business across the entire organization.

Benefits

By leveraging RecVue, they require no additional headcount to manage an increase of 25% in revenue, enabling them to continue to operate a lean finance organization. They now process 60,000 billing lines for \$1.2B in revenue.

With RecVue, the company is able to drive operational efficiency, while having the flexibility and scalability to keep pace with their high growth rate and market demands. By eliminating manual processes and workarounds, they have experienced an improved time-to-close, reduction in human errors, and prevention of revenue leakage due to billing inaccuracies. Furthermore, they are able to go-to-market with new subscription and consumption-based business models, thereby keeping their competitive edge.

“

“RecVue was able to simply and efficiently address the challenges we were having with our complex subscription pricing and recurring billing rules. No other platform on the market has the flexibility and scalability to manage the growth in our recurring revenue business. It’s been a true partnership.”

– **Manager of Financial Systems and Information**, Fiber