



SD DIGITAL—INTELLIGENT AUTOMATION SUCCESS STORY

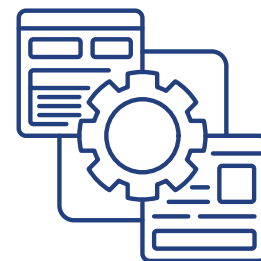
BILL RATES ADJUSTMENTS

The Schneider Downs Digital team developed an automated solution for a SaaS service provider who needed to produce annual bills to their clients for the software services provided.

The Manual Process

The client's annual billing process required the tracking of clients to be billed in the upcoming month along with analysis of each client's service agreement details.

- » Previously, the service provider had to sort through each client's profile to determine if the client was to be billed the next month. Then, the provider had to determine if their client had exceeded any of the contractual service thresholds when calculating the new billing amount.
- » Within the service agreement, one of the provisions allowed for the billing amount to be adjusted based on the rate of inflation. Additional fees could also be incurred if the client had exceeded their threshold of paid services in the prior year.
- » Due to time constraints, billing reports were not being generated in a timely manner. This led management to issue bills without having the full picture on what could be billed.
- » In some cases, bill rates were not adjusted, so the service provider was not able to optimize income.



The Impact of Intelligent Automation

Our solution completely automated the billing adjustment process by generating the necessary report for the service provider.

The report contains all necessary information for the service provider regarding client's bills, such as: if a bill should be sent, current service level status, and adjusted billing amount. This also helped the service provider better monitor their billing rates and prevented one of their employees from being pulled away from work in order to generate this report.

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About SD Digital

SD Digital helps organizations translate technology to transformative change and realize the best version of themselves. With a forward-thinking cap and digital lens, we empower organizations to realize the art of the possible with the power of digital through business-focused and technology-enabled solutions, built on an unwavering commitment to practicality, speed to market and the user experience.

Learn more at www.schneiderdowns.com/digital or contact the team directly at contactsd@schneiderdowns.com.