

# Recognizing Lost Revenue Through the Improvement of Customer Billing Processes

## A BridgePoint Case Study



### THE SITUATION

Our client sought to increase productivity and improve quality by taking an end-to-end look at their client billing, collections and reporting processes. Each were highly manual and lacked sufficient controls, which resulted in significant missed revenue opportunities for the firm.

#### Key Facts Highlighting Our Client's Challenge:

High resource allocation required	Resource ineffectiveness
Disproportionate time spent on manual efforts	Unable to scale appropriately
No 90+ day collection process	Lost revenue opportunity

### THE APPROACH

Using process improvement results, our client reviewed the total number of hours spent per year on billing, payment processing and reporting. They also analyzed the number of steps it was taking to accomplish each of the core processes with the goal of both increasing quality and reducing the overall time spent.

Our client assessed the most effective components of their processes, inclusive of drivers of scale and value, and made improvements to yield an overall reduction in missed billing charges, waived charges and 90+ day late payments. Through team ideation sessions and general process excellence tactics, nearly \$12M in annual revenue opportunities were identified for the firm.

### THE BUSINESS RESULT



**The client identified an additional \$11.9M in annual revenue opportunities while reducing total hours spent on all billing cycle activities by 50%. They were able to successfully share end-to-end process goals across the firm.**

\*Anticipated results based on projections