



Our client, an international power line contracting company, takes a digital-first approach to its operations using Microsoft. This allows them to maximize their investment and run a future-proof business.

Microsoft products

Exchange
Power Automate
Azure Cognitive Services
SQL Database
Power BI

Industries

Power & Utilities Construction

Organization size

Medium Enterprise (~1000 employees & contractors)

HQ Location

Canada

Converge partner since

2019

OUTCOMES

ROI

- 7x within 1 year
- 22x within 3 years

4x Increase in Billing Cycle

Real-time Insights into Revenue

Using Process Automation to Improve Billing Cycles

Minimizing Financial Risk

Our customer, an international power line contracting company, came to us with an ever-growing challenge of sorting through and processing high volumes of field documentation. Cash is king in any business, and for this one, it was becoming clear that a lack of processing power was slowing down billing cycles and accounts receivables for their business.

Managers in the business attempted to fix the situation the way most would – add more people power – but the reality in this situation was that the email volumes were just too high. A team of 2 was growing to a team of 8 and possibly 10. This is when one of the key managers turned to Converge to see if this processing bottleneck was a candidate for business process automation.

The Challenge

How to quickly sort through high volumes of emails and attachments and enter data faster and accurately?

- As the business grew and operations scaled into a new region, the manual review and data entry in the office wasn't working.
- The field crews loved the ease of taking pictures and sending an email throughout their workday, but the high volumes of documentation couldn't be processed fast enough at the admin team level as operations scaled up.
- A lack of timely inputting had administrators feeling behind. Efforts to try and work faster, often lead to incomplete or errored data inputs which meant further delays in the billing cycle and accounts receivables for the company.
- The longer it took to the bill, the longer it took to collect, which increased the company's financial risk management.

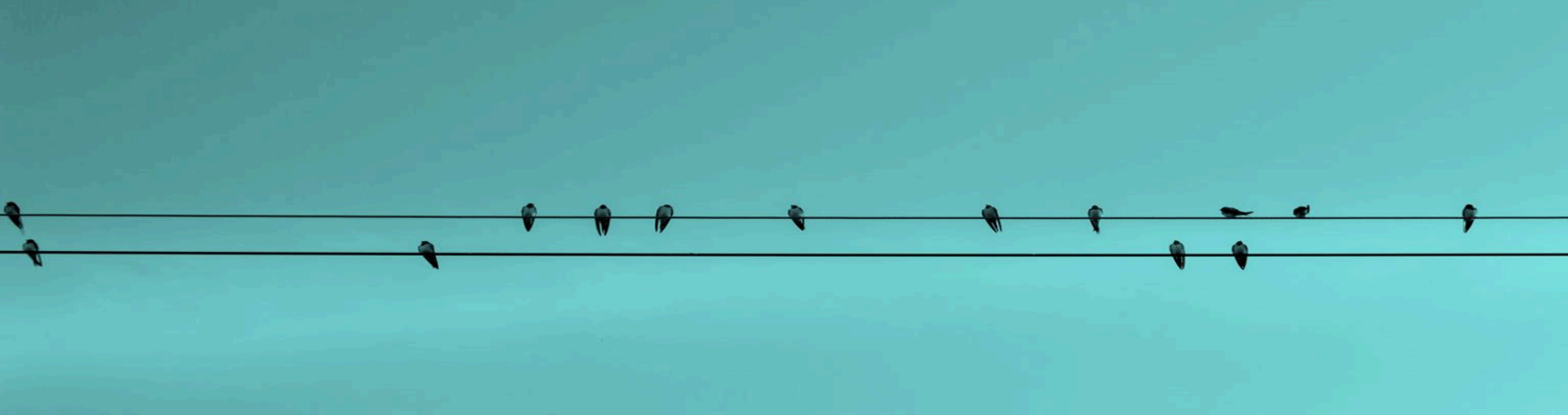
The Solution

Finding a Path Forward with Business Process Automation

With a clear understanding of the challenge, the process, and the customer's ideal outcome, Converge's solution architects and automation consultants went to work. They ended up designing a solution that tapped into the immense power of Optical Character Recognition (OCR) and Artificial Intelligence (AI) from Azure Cognitive Services as well as a few other tools including SharePoint, Power Automate, and Power BI. With the green light to proceed, the solutions team started developing the new process automation features.

CASE STUDY





"The platform allows us to turn money over efficiently...the amount of data we had to crunch was enormous. To process that data, we would have needed 10 administrators and 2 more project managers, costing us \$250,000 just for the staffing, but the software does it instantly."

— **Project Manager,**
Power Line Contractor
[Clutch Review](#)

Solution Design Highlight

- Power Automate was used to listen to the inbox to extract attachments and moved them to SharePoint
- Azure Cognitive Services filtered through all the attachments in SharePoint and identified key data items and lifted them off the documentation into a database
- Power BI pulled from the database to compile the data into a dashboard format that made for it to be easily viewed and reconciled before billing.

The Outcome

7x ROI, 4x Increase in Billing Cycle, Real-time Insights into Revenues and Work in Progress

It took about four (4) weeks for Converge to develop and deploy a solution into the business. It made a big impact almost immediately and easily paid for itself within six (6) weeks and saved over 14,000 hours in the first year. With the automation pieces in place, the review and data entry effort went away, which right-sized the admin team back down to two (2) people. Accuracy levels improved and resulted in the ability to quickly reconcile and get invoices out weekly versus monthly. Additional wins included well-organized and easily accessed backup documentation to resolve any invoicing questions or disputes. Not to mention near real-time insights into revenue, which opened the door for quicker decision-making because managers and leaders were no longer waiting on month-end reports.

This client went on talk and share their experience on this project with Clutch, an independent review site for technology providers. *"Invoicing moves at a faster clip thanks to the data accuracy and clarity Converge's tool provides, allowing for more efficient cash turnover. Their attentive service led to a fast delivery, which was critical to productivity."*

Key Outcome Summary

ROI: 7x within 1 Year and 22x within 3 Years | 4x Increase in Billing Cycle
Paid for within 6 weeks • Manhours saved: 14,000 within 1 Year
Real-time insights into revenue and work in progress in the operation

Visit converge.com to learn more about who we are and all that we can do.

