



CASE STUDY

A complex enterprise finds its best revenue management system

CCC integrates BillingPlatform with Salesforce and boosts billing speed and accuracy



From 3 to 1

Replaced three billing systems with BillingPlatform

50% faster

Reduced time to close from four days to two days

20% savings

Enabled billing for a new product a month ahead of schedule and 20% under budget



THE CHALLENGE

Seeking a robust, flexible, enterprise-wide billing system

CCC is a \$6 billion publicly traded software company providing SaaS solutions for the property and casualty (P&C) insurance economy. Its solutions connect all P&C stakeholders—insurance carriers, repair facilities, parts providers, and oems—with digital, optimized workflows.

A few years ago, as a key pillar of a digital transformation program, CCC wanted to establish a single, enterprise-wide billing, receivables and revenue management system. The company had recently implemented Salesforce, including Salesforce Billing and it had two other billing management systems handling different aspects of the business. But this setup was temporary. CCC defined a comprehensive set of billing requirements and ultimately needed an updated revenue solution to consolidate current processes.

We envisioned a billing system that was both comprehensive and flexible, and we got it with BillingPlatform.

At a high level, CCC wanted a cloud-based enterprise billing solution that met the following criteria:

- ✓ Robustness and scalability to support all of CCC's products and customers
- ✓ Extensive automation capabilities to eliminate manual billing processes
- ✓ Interoperability with Salesforce
- ✓ Support for the Accounting Standards Codification (ASC) 606 revenue recognition standard
- ✓ Ease of adding new products, to reduce time to market
- ✓ Seamless support for both subscription and usage-based billing

In selecting a revenue lifecycle management solution, support for different billing models was especially important for CCC. Their billing was both subscription-based and on the usage-based side, CCC saw around 30 million transactions per month that need to be rated and billed.

We use BillingPlatform to support all our products and different pricing models. We can scale it to handle millions of transactions per month, and we can automate and accelerate recurring billing tasks.

Why BillingPlatform?

CCC considered many major billing solutions. They ultimately selected BillingPlatform because it met all their functional and non-functional requirements. Key factors in the decision:



CCC could use BillingPlatform not just for usage and subscription products, but also for complex billing use cases like minimum/maximum, tiered pricing and volume discounts



BillingPlatform offers pre-built connectors for seamless integration with Salesforce



CCC's business users could easily utilize BillingPlatform's user interface. CCC described the UX as 'elegant and modern'

Our customers are happy with the BillingPlatform portal. And the ability to customize it has helped ensure a very seamless end user experience.

Phased, efficient implementation

Working with BillingPlatform Professional Services, CCC first implemented BillingPlatform for a major product line and for a newly introduced product. They enabled billing for that new product a month ahead of schedule and about 20% under budget.

Next, the company moved its largest product into BillingPlatform, and is now focused on migrating all remaining products.

Faster, more accurate billing

Less than nine months after going live with BillingPlatform, CCC had already achieved valuable improvements.



Closing speed. Reduced time to close from four days to two days



Greater billing accuracy, less effort. CCC automated the processing of renewals and upgrades and eliminated the need for draft billing runs at the end of every month. Now, CCC can use BillingPlatform to do comparative analyses month over month to ensure correct billing



Customer satisfaction. CCC customers are engaged with the BillingPlatform portal. The customization capabilities ensures a very seamless end user experience



Security. CCC moved to a more modern, cloud-based software system, strengthening their security posture and addressing security risks



Cost savings. CCC realized significant cost savings as a result of standardizing billing with BillingPlatform