BillingPlatform

CASE STUDY

CLASS

The Need
Eliminate multiple solutions and automate critical billing processes

The Challenge
Calculating and issuing bills was a time consuming and complex process

The Solution
BillingPlatform

The Results
Efficiency through automation

About Class

Class is a pioneer in cloud-based wealth accounting and is recognised as one of Australia's most innovative technology companies, delivering self-managed superannuation fund (SMSF) & trust accounting, portfolio management, legal documentation and corporate compliance solutions to financial professionals across Australia.

Since 2020, Class has expanded its business through strategic acquisitions and offers NowInfinity, Australia's leading cloud-based entity establishment, management and compliance platform.

Today, more than 6,000 accounting and administration firms rely on Class's market leading wealth management solutions, with 200,000+ entities administered on Class and 690,000+ administered on NowInfinity and 180,000+ documents ordered on NowInfitinty in 2023.

The Need

As Class expanded its business through internal development and acquisitions, its existing billing process was an obstacle to keeping pace with its accelerating growth.

The Challenge

Using Salesforce for its CRM and NetSuite as its ERP, the Class finance team would pull data from both into a legacy system to calculate and issue bills based on the number and type of accounts under administration per month. This was a time consuming and increasingly complex process requiring data from multiple systems and then addressing variances for volume discounts or covering both SMSF and investment portfolio accounts, so the overall process did not scale well.

The Solution

With its cloud-native solution and agile framework, Class choose BillingPlatform to quickly and easily automate data from multiple systems and address volume discounts as needed.

The Results

Since implementing BillingPlatform in July of 2021, Class has been able to automate and accelerate the billing for its Class Super, Class Trust and Class Portfolio suite of solutions. During the next phase of the rollout, BillingPlatform will also enable NowInfinity users the flexibility of in-app credit card payments for on-demand transactions for key documents. In addition, BillingPlatform's extensive API integrations gives Class's finance and executive teams the ability to enrich reports coming from Netsuite, Salesforce or other enterprise systems with revenue and usage data for more insightful business analysis.

✅ Improved Efficiency Through Automation

- Replaced complicated macro excel workbook
- Integrated with existing CRM, ERP and other enterprise systems to automate processes
- Reduced risk of user error and enabled easier review process before issuing invoices
- Reduced time to process invoices to 1 day

> **"Much more than just a key part of our financial tech stack, BillingPlatform is a true partner in supporting our business as we continue to focus on customer experience and deliver market-leading solutions to accountants, auditors and SMSF administrators."**
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> *Damien Smith, General Manager – Finance*