



Client
CallSource

Headquarters
Westlake Village,
California

Industry
Telecommunications

Software Solutions
Sage ERP Accpac

Challenge

CallSource generates a large volume of invoices each month and needs an flexible, fast, and efficient system for generating its bills.

Solution

Arxis Technology and CodePartners designed and implemented a solution using Sage ERP Accpac to speed the company's invoice cycle.

Results

System efficiencies shortened CallSource's billing cycle. Daily sales outstanding has been reduced by seven days. The shorter billing cycle greatly improves the company's cash flow.

Arxis Technology Answers The Call For CallSource

Telecommunications firm improves its cash flow with Sage ERP Accpac-based solution.



CallSource delivers powerful business intelligence, marketing, sales, and training tools to businesses of any size and type. Managing nearly 2,000,000 toll-free and local tracking numbers for more than 300,000 businesses throughout the U.S. and Canada, CallSource integrates call tracking, call recording, business analytics, lead scoring, and lead management.

With \$45 million in annual revenues, the company enjoys continuing success, and names Sage ERP Accpac and their relationship with Arxis Technology and CodePartners as key elements in their success.

Flexible Foundation

CallSource has worked with Arxis Technology for many years. In fact, it was Arxis Technology that recommended Sage ERP Accpac to the company as its core accounting application several years ago.

"Our general ledger and accounts payable functions are very straightforward, but our customer relationships are quite complex," says John Singer, controller for CallSource. "Sage ERP Accpac was recommended to us because it was flexible enough to handle our complex client billing relationships."

The National Accounts Management module gives CallSource the ability to use Accounts Receivable to process a single payment from a customer's head office and apply it to the subsidiary accounts which helps speed cash receipt processing.

CallSource uses a proprietary software application to track and manage its complex billing structure. Arxis Technology created a simple import routine to bring summarized billing information into Sage ERP Accpac where cash receipts and collections are managed.

About Arxis Technology, Inc.

Since 1994, Arxis has been helping growing companies maximize their technology resources and investment. Over the years, we have worked with hundreds of small and medium sized businesses in a wide range of industries including wholesale, distribution, manufacturing, service, entertainment, and non-profit.

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sage

Authorized Partner

Operations On Hold

The system worked well enough for years, but when CallSource upgraded their proprietary billing software, the export utility was no longer operational.

This left Singer and his staff to manually create the invoices in Sage ERP Accpac. "It was an overwhelming task," he recalls. "We generate about 7,400 invoices every month. It was a full-time, round-the-clock task to key in those invoices. We needed help. Fast."

Call In The Experts

CallSource called in the consultants at Arxis Technology to help brainstorm a new solution. "We looked at the situation as an opportunity to make the system even better than it was before. More efficient, faster, less labor, and more detail," Singer says. "Arxis is great. They brought in a highly regarded Sage ERP Accpac development team, CodePartners, who worked with our internal IT staff to design and implement a very effective solution."

The new solution imports detailed billing data from CallSource's billing software into Sage ERP Accpac, where each bill is matched up with a repeating order and an

invoice is generated. The automated process saves the company a tremendous amount of time – and money.

Huge Cash Flow Improvement

Singer says that previously, invoices were sent to the customer nine to ten days after the billing cycle ended, but now, the invoices are generated within a day or two. "In fact, our daily sales outstanding went from 46 days to 39 days," he notes. "When you are billing \$100,000 plus per day, getting those invoices out a week earlier makes a significant impact on the cash flow. That puts, on average, an additional \$700,000 into play. This solution has paid for itself many times over."

Long-Term Partnership

Singer praises Arxis Technology's consultants for their project management skills, their business savvy, knowledge of the software, and strong accounting background. "They were much of the reason this project was successful," he says. "They managed it well, tested everything, and responded rapidly to our requests. It has been a long-term partnership, and a very successful one."

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