



PLUSONE OUTSOURCES PAYMENTS FOR IMPROVED COST STRUCTURE WITH CHECK TO ACH CONVERSION AND REDUCED PROCESSING TIME

By implementing AvantGard Payments for outsourced electronic payments processing, PlusOne Solutions has been able to reduce manual tasks, lower payment processing costs and gain focus on the core of their business through check to automated clearing house (ACH) conversion.

Background:

PlusOne Solutions, established in 2005, is a privately held company that manages a robust network of over 45,000 independent service providers supporting consumer electronics, appliance manufacturers and retailers, home improvement and home-based services, cable and telecommunications and third-party warranty administrators.

In order to provide quality customer service, many businesses are required to maintain complex field service networks to support



their product offerings and to meet the real-time customer service expectations of consumers. PlusOne Solutions helps with this by enabling service managers to cost-effectively improve the coverage and quality of their service networks.

Challenges:

PlusOne Solutions decided to investigate vendors that could assist them with outsourcing payments processing because the company wanted to ensure that staff remained focused on core business goals and objectives. Midge Scelzo, CFO, PlusOne Solutions, commented: "Our business consists of contracting out services for various manufacturers and when we were setting up the company five years ago, we knew that allocating time and resources to processing payments was not an activity that would add any value to the heart of our organization. Therefore, outsourcing this function to a vendor proved to be an attractive option."

PLUSONE SOLUTIONS

Industry: Business Services Management
Environment: Centralized
Location: Oviedo, Florida (US)

SOLUTION BENEFITS DERIVED:

- Renewed focus on core business objectives
- Lowered costs with check to ACH conversion
- Reduced staffing requirements
- Improved customer service
- Improved payment visibility

Not only would outsourcing payments be beneficial for PlusOne Solutions in terms of reducing time spent on manual processing of checks, but upper management at the company also reasoned that it would help to facilitate improved customer service by providing customers with online access and visibility into the status of their accounts at any given moment. This in turn would reduce the amount of time that employees spent on investigating and answering specific account inquiries.

Check to ACH Conversion

PlusOne Solutions anticipated that outsourcing their payments would support them in moving away from the inefficiencies, high costs and inaccuracies of depending on paper-based checks. Instead, by outsourcing this process, the company could begin the transition to automated clearing house (ACH) payments, which are proven to offer lowered processing costs, improved visibility into the status of payments and offer controls for helping to prevent fraud.

“AvantGard Payments was a natural choice for me, because I used the solution in a former company with success. Furthermore, throughout the implementation at PlusOne Solutions, SunGard provided excellent training and continues to provide top-notch support.”

Midge Scelzo, CFO, PlusOne Solutions

Solution:

Companies today, such as PlusOne Solutions, are looking for ways to drive down expenses, while at the same time improving and streamlining operations. AvantGard Payments helps by outsourcing the payments process and in effect helps to break down the barriers to electronic payments, supporting companies in realizing lowered costs, improved accuracy and streamlined operations. Better visibility to payment data was a large requirement for



PlusOne Solutions. “We wanted a solution that could keep both parties involved in the payment informed—both us and the customers,” commented Midge. With AvantGard PayNetExchange, payment information is stored in a secure archive, which can be viewed online at any time. Payers are able to easily gain access to archived information for checks and wire transfers.

The company was pleased with the implementation process, which was completed in a short timeframe, with the system up and running quickly and without interfering with ‘business as usual’ processes. Furthermore, PlusOne Solutions upper management was pleased to find that the AvantGard deployment came in within budget.

Results:

PlusOne Solutions was pleased to relinquish the responsibility of payments processing to SunGard. The company is now using the AvantGard Payments application to retrieve necessary payment documents from a secure document archive maintained by SunGard. Immediate benefits have included cost savings in the form of reduced manual tasks and resulting in a return on investment (ROI) of one full time equivalent (FTE).

Vendor Benefits of Belonging to AvantGard PayNetExchange

The ability to view a check online and to be able to accurately respond to customer and vendor inquiries regarding payment status has been a valuable benefit. In fact, the customer self-service portal provided by AvantGard significantly cuts down on the amount of time that employees must devote to answering individual calls from customers related to outstanding invoices. These customers are now empowered to go online and check their own payment status, giving them the ability to view related data and retrieve important documents, as the AvantGard service automatically generates image and data remittance information that corresponds with account activity.

“PlusOne Solutions’ main driver for selecting outsourced payments processing has been to ensure that we keep focused on our core business goals and objectives. AvantGard Payments has supported us in accomplishing this goal by helping us to cut down on clerical tasks, improve customer service and lower our operating costs.”

Midge Scelzo, CFO, PlusOne Solutions

“With AvantGard, not only can our employees access account activity at any time, but payees can also go online to view if their checks have cleared and any other related details,” said Midge. “From a finance standpoint, I am able to go into the system

and easily reconcile transactions. We are pleased that everyone involved in the payment has visibility into what is going on at every stage thanks to the convenience of the online portal.” With AvantGard PayNetExchange, corporations are enabled to receive both payment and remittance information at the same time, so payments are reconciled to invoices quickly and accurately.



Another benefit of the AvantGard service is how it is transitioning many of PlusOne Solution’s payments from paper checks to ACH transfers. The AvantGard service helps lessen payment delays so that companies can gain access to their funds as efficiently as possible. Furthermore, the elimination of the need for physical space to store paper checks and other important documentation over the long-term will allow for further cost efficiencies for PlusOne Solutions as time goes on.

ABOUT AVANTGARD PAYMENTS

The AvantGard Payments solution offers a unique payments suite for streamlining the processing of payments helping to improve routing, connectivity and integration; reduce transactional and operational costs; increase security; and improve the management of payment information, exceptions, and statement flows.

ABOUT AVANTGARD

SunGard's AvantGard is a leading liquidity management solution for corporations, financial institutions and the public sector. AvantGard provides chief financial officers and treasurers with real-time visibility into cash flows and increased operational controls around treasury, receivables and payments management. The solution aggregates data for a single view of cash, drives productivity through automation, and fosters collaboration between trading partners. For more information, visit www.sungard.com/avantgard.

ABOUT SUNGARD

With annual revenue of \$5 billion, SunGard is a global leader in software and processing solutions for financial services, higher education and the public sector. SunGard also helps information dependent enterprises of all types to ensure the continuity of their business. SunGard serves more than 25,000 customers in more than 50 countries, including the world's 50 largest financial services companies. Visit SunGard at www.sungard.com.

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