

## Meeting Critical Revenue Recognition Needs


After rapid acquisition of more than 20 organizations worldwide, a large Atlanta-based software provider was poised for market leadership. While well positioned for success, infrastructure issues were unavoidable with such extensive M&A activity: Namely, a breakdown in billing of maintenance fees to many of its 70,000 clients, representing a significant portion of the company's revenues. Executive management called on The Intersect Group to remedy the situation and recover revenue fast.

The billing issue arose when client data from the 20 acquired entities using a dozen different billing systems were combined into a single database. The primary question—How to consolidate maintenance billing operations with so many processing, data and procedural variations?—generated countless other questions requiring answers before resolution could be reached.

Initially the company hoped to address the challenge with internal resources augmented by skilled staffing from The Intersect Group, but quickly realized the initiative's magnitude called for dedication of project leadership. Again the company turned to The Intersect Group—this time for its finance & accounting consulting services, in addition to placement services.

Like a SWAT team responding to a crisis, Intersect consulting quickly established an on-site command center to provide the highly structured environment necessary to unravel tangled workflow processes. The senior consultant imposed project management practices with detailed critical path plans that log issues, provide reports, monitor progress and itemize open items. Unfazed by having to learn the client's legacy billing database system, the Intersect consulting team of two dozen business analysts, revenue assurance and billing specialists began their process-driven computerized investigation—working three shifts, seven days a week. How many records are there and how many should there be worldwide? What is the single best method to input data? Were currency conversions and translation nuances correct for all the different countries? Nothing was overlooked in the process. Throughout the engagement consultants noted and recorded points central to processes and procedures to be addressed in the future.

As soon as bills began being generated, more consultants were added to accelerate revenues: Each professional generated a quantifiable amount in annual maintenance fees. Within six months the company had captured unrealized revenues totaling more than twice the cost of the entire project, providing a 100% return on investment.



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### About The Intersect Group

The Intersect Group is a privately held, Atlanta-based firm offering IT and finance & accounting expertise to progressive, high-growth companies. The professional services firm helps Fortune 1000, middle market and emerging companies, including those backed by private equity firms, transform. Through our executive/advisory, consulting and staffing services, we are focused on clients' growth and on helping them achieve leadership positions. More information is available at [www.theintersectgroup.com](http://www.theintersectgroup.com).

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