

Industrial Service Companies are Gaining Efficiencies in Quote-to-Cash with FieldFX



Challenge

Industrial services companies provide specialty mechanical services for refineries and chemical plants. A majority of industrial services companies have work that is performed on a time and materials basis, on-site at their customers' locations.

Need for Accurate and Timely Billing

Industrial services companies usually are billing intensively with large, turnaround jobs and several (more opportunistic) call-out jobs, the result is a high number of invoices being generated. The need for accurate and timely invoices is paramount, because of the potential revenue leakage from billable items not captured on the ticket and approved by the customer. Additionally, invoices with inaccuracies cause a delay of payment and an additional strain on the revolving line of credit.

How FieldFX Can Help

Replace Paper Job Tickets with Electronic Tickets

Most industrial services companies have paper job tickets, forms with fields such as technician, number of hours worked, equipment used, etc. These paper tickets must be phoned in, faxed or hand-delivered, and then entered by hand into a billing system. Problems with legibility or data entry errors can lead to delays in billing. In addition, missing details or forgotten items are later amended to the ticket, opening up another opportunity for delayed payment.

Electronic tickets have system requirements and rules for the completion of tickets. This allows for standard-naming conventions instead of free form areas for the technician to fill in at their convenience. This would also ensure all required fields are completed when the work is being performed. In addition, electronic tickets can be transmitted to the back office quickly and efficiently, as soon as a connection to the Internet is established.

Improve Billing Metrics

FieldFX can help companies have fewer invoice corrections and reduce the time between job completion and invoicing. Days Sales Outstanding (DSO) is generally viewed as the average collection period of an invoice, including the time it takes between job completion and the issuance of an invoice to the customer. By replacing paper tickets with electronic tickets, FieldFX can help to significantly reduce DSO. Additionally, FieldFX can help industrial services companies gain real-time revenue metrics, without having to wait for the end of the month- which gives companies great insight

Impact on Profitability

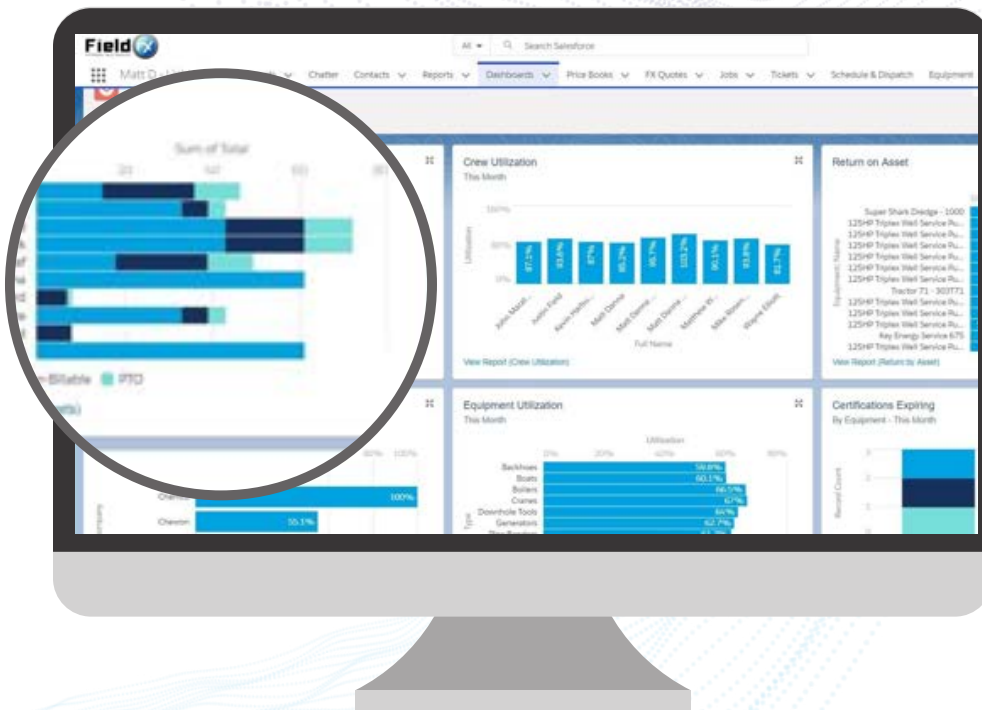
With FieldFX, industrial services companies are able to improve their billing accuracy and drastically reduce the number of corrections to invoices (which also decreased DSO). They also can improve revenue capture (reducing revenue leakage) by ensuring all billable items were captured on the ticket. In addition, companies can enhance their ability to capture customer metrics, which can result in better deployment of sales efforts and the ability to sell additional services.

Improved Reporting Capabilities

Companies leveraging FieldFX can make customized reports based on revenue by service line, revenue by site and revenue by price book, they also have the ability to track billing metrics, such as the number of days to invoice. With this kind of information, industrial service companies are able to elevate their business operations with strategic decision-making.

Real-Time Analytics

Most industrial service companies are limited to ad-hoc excel files with limited accuracy with regards to real-time revenue metrics. With FieldFX, they do not have to wait for accounting to release financial reports, they have the ability to see real-time visibility into revenue and job information.



Roll Out Strategy

Selling FieldFX internally to the various roles within the company can make the roll out process easier. Identifying the key benefits that the FieldFX solution would have for each role in the industrial services space is key to the path of least resistance.

Managers of Service Centers



- Better visibility to job information
- Role-based Dashboards reflecting relevant metrics
- More functionality (ex: emailing tickets to customers)

Project Coordinators and Area Administrators



- Reduced paperwork
- Simplified payroll process
- Reduction of ah-hoc tracking mechanisms

Technicians



- Electronic tickets can be very similar to paper tickets from a process perspective
- Job data will be pre-populated, which makes their job easier
- Picklists and other pre-defined data elements improve data accuracy

Billing Professionals



- Reduced workload -- no manual inputting of information
- Reduced time searching for supporting documentation
- Greater confidence in data quality and accruals

Entire Company:



- FieldFX provides a central repository for all job-related documents (quotes, purchase orders, job tickets, JSA's, etc.)

Tips for Roll Out

Identify Early Adopter

Identify managers that are more “tech savvy” and enthusiastic about the change. These managers can become early adopters and internal advocates of the solution to their location and other locations.

Identify Which Service Centers to Implement First

Successive service centers should be chosen by size, complexity and manageability. The roll out team can improve the effectiveness of FieldFX from lessons learned in prior service centers. The more difficult implementations should be saved for last so that the system would be more fully configured before working with those sites.

Select a Hard Deadline

Select a hard deadline for the completion of the FieldFX roll out. It is important to pick a deadline and stick to it, in order to ensure that the project team won't find it easy to delay the deployment process. Once completed, stop accepting paper tickets so all service locations are required to be compliant with the new process (FieldFX).

For More Information

To learn more about FieldFX visit www.liquidframeworks.com or call 713-552-9250.