Invoice Management System

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Reducing the impact of systems errors

Occasional billing errors are inevitable in all organisations, especially so in those with numerous customers. Most are fixed with minimal administration and inconvenience. But, sometimes the errors are large enough to significantly impact financial reporting systems, not just the billing files – at significant cost in terms of both time and money.

Our client, a company with over 2.5 million customers, faced this type of situation. Large billing errors were rare – but, when they occurred, caused chaos to the billing and finance departments.

Requirement

The client came to the Information Factory and asked us to create a single, automated process for correcting billing errors that can be applied globally.

Solution and results

We developed a front-end web application though which Finance Controlling can correct errors without impacting reporting cycles. The intervention triggers a reprocessing of the data into all relevant downstream applications. The solution was delivered in 8 months and is highly cost effective. Repetitive, manual processes have been automated; data quality is improved and all original data remains within the warehouse environment.

- **VMWare Virtual Server**
- **OS: Red Hat Enterprise Linux**
- **DB: Teradata**
- **Middleware: Apache Tomcat, Java**
- **Frontend: Angular**