



Saint Gobain Performance Plastics Outsourced Billing – Finding a Complete Solution

Background

Saint-Gobain Performance Plastics is a business unit of Saint-Gobain Ceramics & Plastics Inc., a subsidiary of Compagnie de Saint-Gobain. They are a leader in advanced-technology polymer products for industrial applications. Their worldwide headquarters are in Aurora, OH.

In 2008, Saint Gobain was reviewing their internal processes to identify productivity opportunities. At the time, they were outsourcing their bill delivery process to a third party who offered them both print/mail and an EIPP (Electronic Invoice Presentment and Payment) site. However, Saint Gobain was not achieving their desired cost saving targets and wanted to apply more advanced billing technology to benefit both themselves and their customers. In summary, they knew there were further productivity improvements to be captured in this process.

According to Peggy Kemp, Manager of Credit and Collections, Saint-Gobain Performance Plastics, OH

"Our credit team recognized that we could further strengthen many aspects of our billing process. We decided to explore new opportunities and identified several key priorities that were important to us. These included cost savings, a better customer service billing tool, and better products for driving electronic adoption."

Saint Gobain's Objectives for Outsourcing the Billing Process

- Achieve targeted cost savings
- Offer advanced paper and electronic bill delivery channels
- Receive proactive and reliable customer service
- Obtain expertise to drive electronic adoption

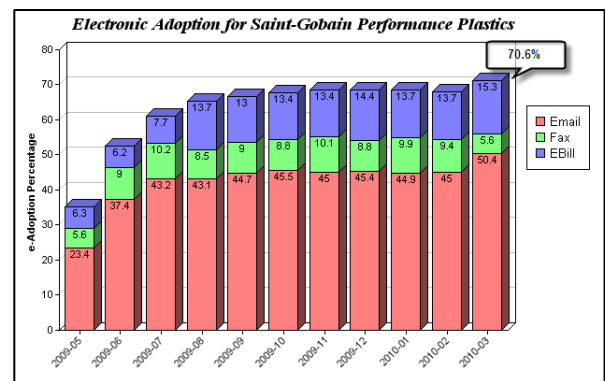
Solution

Saint Gobain Plastics implemented Billtrust's CompleteBilling solution which includes services to support all aspects of the billing process from design to delivery. The Billtrust implementation process took four weeks and included a redesign of their invoices. The integration with Saint Gobain Plastics ERP system, QAD, was seamless. Billtrust also setup Saint Gobain to deliver their bills through a variety of different channels including US Mail, Email, Fax and Online. Further, Saint Gobain was now able to access Billtrust's CustomerCare site where they could easily research and resend invoices to their customers.

An important goal for Saint Gobain was to drive electronic billing. Saint Gobain applied many of Billtrust's best practices to drive e-Adoption including bill marketing, contacting their top paper customers and using their customer service representatives. They were able to use Billtrust's CustomerCare site to track their progress.

Results

- Reduced costs over 50% versus previous provider.
- Grew the percent of bills sent electronically to 70.6%.
- Increased customer service productivity by being able to quickly resend multiple documents and track invoices from processing to delivery.
- Offered a secure branded web site where customers could research, view and download their bills.
- Drove productivity across their own divisions by driving usage of Invoice Gateway across their own worldwide business units.



"I love reporting my billing costs every month because they are going lower and lower! In the first four months after going live with Billtrust, our e-billing rate grew from 25 % to 65%."

Peggy Kemp, Manager of Credit and Collections, Saint-Gobain Performance Plastics, OH