

## ADVANCED INTELLIGENCE ENGINEERING PUT A STOP TO NON-PAYING CUSTOMERS



### ABOUT AIE

Founded in 2007, AIE is an MSP and IT consulting business based in Wheaton, Illinois. The company provides managed services, cloud support and technical solutions to organizations.

### WHY THEY NEEDED CONNECTBOOSTER

AIE's old billing process was complicated and timeconsuming. Many steps were manual, increasing the risk of mistakes and adding unnecessary expenses that had a negative effect on the company's bottom line.

Employees created invoices in Autotask and sent each client an embedded payment link from QuickBooks. Incoming payment details and credit card information was entered by hand into the company's banking software.

Each procedure required a fair amount of the team's time and patience to ensure they got everything right.

While AIE had tools to help, a lack of integration and communication between platforms limited automation and transparency for the management team.

The slow process made it difficult to get real-time updates on AR - including outstanding balances and when payments were due.

### HOW CONNECTBOOSTER IMPACTED THEIR BUSINESS

After partnering with ConnectBooster, the Advanced Intelligence Engineering team no longer need to wonder when that cash will come in. The platform gives them predictable cash flow.

Each IT client's payment status is visible through ConnectBooster reporting and current and past invoices are easily accessible to customers on their own payment portals.

That reduces requests and phone calls for the AIE team and gives their IT clients a faster, easier way to settle their outstanding balances.

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## WHY THEY WOULD RECOMMEND CONNECTBOOSTER



"That was the feature that made us choose ConnectBooster - being able to set up our Autotask contracts on ConnectBooster's autopay to automatically collect revenue. The fact that ConnectBooster integrates with Autotask was critical to our credit card and payment processing needs."



Kirsten Ekstrand, Service Delivery Manager at Advanced Intelligence Engineering



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