

NETWORK DEPOT GAINS THREE DAYS OF PRODUCTIVITY WITH PAYMENT SYSTEM UPGRADE

ABOUT NETWORK DEPOT

Network Depot is a managed services provider that supports the Washington, D.C. area. From large, enterprise companies to small businesses.

WHY THEY NEEDED CONNECTBOOSTER

Like every business, Network Depot are committed to paying their employees and suppliers in a timely fashion. Unfortunately, some of their customers were not following that philosophy, and their late payments were negatively impacting Network Depot's bottom line.

The management team was getting frustrated with delays in billing and collections, not to mention having to deal with the rising costs associated with both processes. In spite of all their hard work, they continually had problems with their accounts receivables (AR) being NET 30 days, meaning missed bills and paychecks for their business and vendors.

Their other chief concern was time. Network Depot team members had to handle changes with their clients' credit card information manually. The manual payment process required upwards of 24 hours each month of his team's time and attention.

Unfortunately, nothing found partner Chris Amori and the Network Depot team tried seemed to solve the problem. "We put NET 15 terms on the billing with the expectation of getting paid in 30 days, not 15. We attempted using emails and phone calls and sent multiple paper bills to recoup past due accounts receivables. There wasn't an efficient method of collecting past-due bills," said Amori .

 877.733.6584

 info@connectbooster.com

 connectbooster.com

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.

HOW CONNECTBOOSTER IMPACTED THEIR BUSINESS

The Network Depot team was tired of the billing and collections headaches that came at the end of each month, which was taking a toll on productivity and workplace morale. So they decided to adopt ConnectBooster into their billing processing. The results were immediate.

Network Depot’s team stopped spending 24 hours a month manually billing their clients, and their AR dropped from a 30 day waiting period, to being paid the next day. Instead of keeping their clients’ information in an unsecured way, they can now manage all credit card information through ConnectBooster’s secure payment portal .



WHY THEY WOULD RECOMMEND CONNECTBOOSTER

“ The process before ConnectBooster was a labor intensive manual one. We would have to process each credit card transaction then go into QuickBooks and manually run the transaction as well. When we found out that we could automate and integrate our long processes into ConnectWise and QuickBooks, it transformed our business. We can’t go back to the way it was before. ”

Chris Amori, Partner of Network Depot

Visit our pricing page to learn more about automating your billing, accounting, payments processing, and streamlining your cash flow.

www.connectbooster.com/pricing/

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