SURVEY

Finance Leaders Report Automation Could Save Millions in OTC Leakage

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Executive Summary:

Financial leaders report manual processes lead to revenue loss, automation is the future and the financial function is more important than ever.

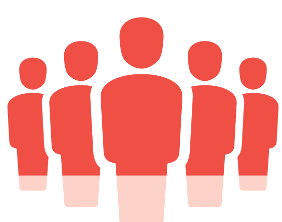
In a survey of 200 CFOs, controllers and finance leaders, order-to-cash (OTC) automation topped their list of concerns. The vast majority of respondents estimated problems like manual tasks and disparate systems cost **$5 million or more in revenue leakage each year.**

Interestingly, the level of automation was strongly correlated with revenue leakage, with more automated companies experiencing significantly lower amounts of revenue leakage than companies with manual OTC processes. Organizations with low levels of data automation in their cash conversion cycle are about **20% more likely to experience revenue leakage above 5%.**

- All respondents saw some revenue leakage, averaging out to about 5% of annual revenue.
- Mostly manual finance functions see $5 million or more in revenue leakage.
- Finance functions with manual processes are 20% more likely to experience leakage of over 5% of annual revenue.
- The majority of automated or mostly automated finance estimate revenue leakage to be less than 5%.

But almost all respondents, no matter the automation maturity level, emphasized a focus on revenue leakage and digital transformation was at the forefront of their minds, mandates and plans for the coming year.[1]

Respondents, on the whole, estimated that about 5% of their revenue is unrealized, which they mostly contributed to inefficient order-to-cash (OTC) processes and manual data tasks. That number went up quickly when segmented by automation level.



~72% agree
digital transformation is crucial to survival

~64% still see
manual workload as top OTC concern

Nearly three-quarters of financial leaders agree that digital transformation is crucial to their company's survival. Yet, about two-thirds said the manual workload was still a top challenge in their OTC process, with payment collections and data disparity ranking as top concerns for half of companies.

Zone & Co CFO Chad Wonderling said this paradigm is apparent in his conversations with customers and peers.

"Companies aren't just behind the curve in theory," he said. "They are admittedly behind the curve in modernizing their invoicing and collections. Finance teams know they are behind because they can feel it tangibly."

In addition to revenue leakage, their reported biggest concerns are:

- Order entry errors
- Manual workloads
- Payment collections
- Cash-flow visibility
- Data-disparity
- Lack of real-time reporting
- Compliance and regulatory issues
- SaaS revenue recognition
- Sales tax
- Cash application

"Companies aren't just behind the curve in theory, They are admittedly behind the curve in modernizing their invoicing and collections. Finance teams know they are behind because they can feel it tangibly."

- **Chad Wonderling,** Zone & Co CFO

Most of these issues, besides compliance and regulatory issues, have notable correlations with revenue leakage and cash conversion cycle bottlenecks.

Survey methodology and results.

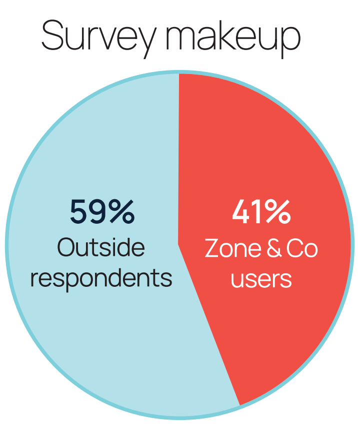
Before we dive too deep into our findings, here is an executive summary of who took the survey and what their key concerts were.

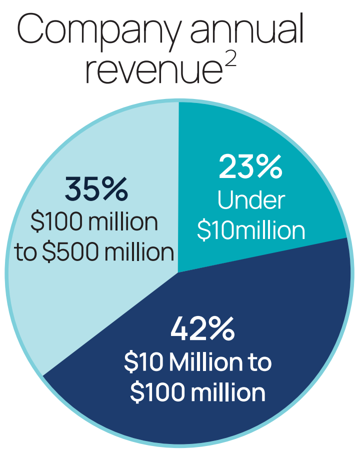
The companies Zone & Co works with are diverse in need, maturity stage and automation implementation. As the diversity of needs grew, our leadership found it necessary to create a larger picture of the corporate finance functions and, more specifically, the state of automation within those teams.

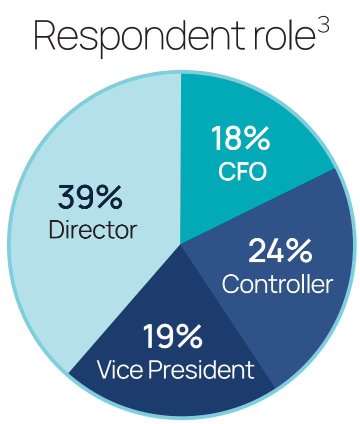
We surveyed 200 CFOs, controllers, directors and VPs from a range of industries and company sizes, including financial leaders within and outside our customer base, to compare needs and benchmark our own automation goals for our customers.

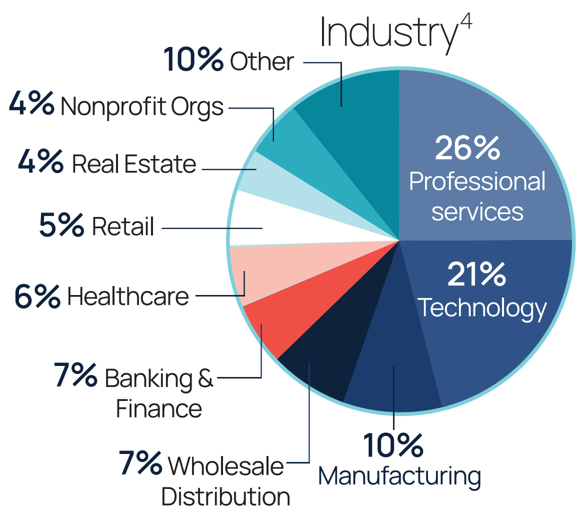
While we were most interested in order to cash (OTC) automation, the survey addressed broader digital transformation, manual data entry and data transfer tasks, roles and tasks, payment collection issues, data transparency, outsourcing and technology investment plans.

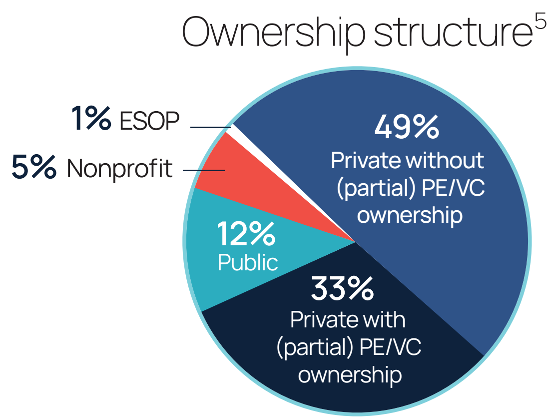
Who responded to our survey?

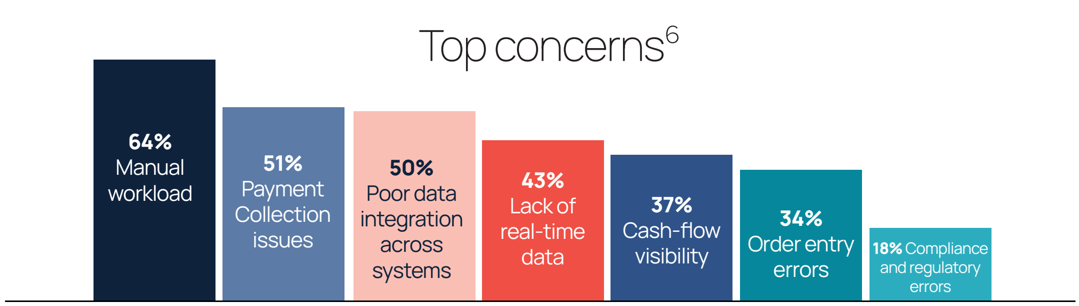








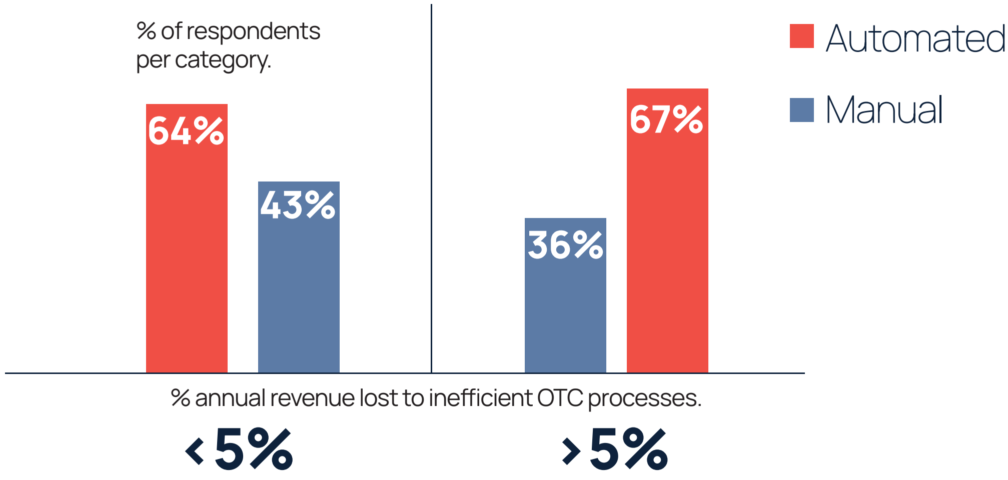




The current state of OTC: Revenue leakage is a reality.

Throughout our survey, respondents estimated problems like manual tasks and disparate systems cost millions of dollars in revenue leakage each year.

The most interesting finding wasn't in respondents' overwhelming acknowledgment of revenue leakage, but rather how that revenue leakage was spread among automation maturity stages. While the leakage averaged over 5%, individual responses varied from less than 1% to more than 10%. Those responses interestingly correlated with how automated their OTC processes are (OTC Maturity Stage).



Of the finance leaders reporting more than 5% of revenue lost to poor OTC processes, 57% conducted invoicing fully or mostly manually, a rate 21% higher than those with automated OTC processes.

The same is true of the inverse. Of the companies that report less than 5% OTC revenue leakage, nearly two-thirds maintain automated invoicing and OTC systems, while the majority of manual systems users see significant revenue leakage.

OTC automation maturity stages remain average.

Most companies have some order management automation.

34.9% of respondents report that their order management was "mostly automated," with 35.4% saying it was "partially automated."

However, only 9.7% of respondents reported having highly or fully automated order management systems, the lowest level of full maturity of each survey category.

Takeaway: High rates of order management automation adoption doesn't paint the full picture. Most of these finance functions are still deeply entrenched in manual data processing work.

Current OTC Maturity

	Highly automated	Mostly automated	Partially automated	Mostly manual	Fully manual
Order management	9.7%	34.9%	**35.4%**	14.9%	5.1%
Credit management	14.3%	19.4%	**30.3%**	24%	12%
Order realization & shipping	13.7%	28%	**36%**	17.1%	5.1%
Customer invoicing & billing	16%	**38.3%**	28.6%	11.4%	5.7%
Account receivables	13.1%	30.3%	**32.6%**	18.3%	5.7%
Payments collections	10.3%	26.9%	**39.4%**	16%	7.4%
Real-time reporting & data management	17.1%	**30.3%**	26.9%	19.4%	6.3%

OTC Optimization Plans

Planning to invest in new systems	Undergone change in the last 24 months	Making changes in the next 12 months
Payments collections - **60%**	Payments collections - **55%**	Payments collections- **39%**
Account receivables - **56%**	Customer invoicing & billing - **55%**	Customer invoicing & billing - **38%**
Customer invoicing & billing - **49%**	Reporting - **42%**	Order management - **32%**
Credit management - **46%**	Account receivables - **42%**	Reporting - **30%**
Order management - **43%**	Order management - **38%**	Order realization - **22%**
Reporting - **43%**	Credit management - **28%**	Account receivables - **21%**
Order realization - **41%**	Order realization - **17%**	Credit management - **20%**

Most finance functions still require manual input for credit management.

Credit management is a different story—nearly 15% of respondents, the third highest of all OTC maturity categories, require manual input. And 36% of the financial leaders surveyed said they had either "partially manual" or "mostly manual" credit management processes.

The majority were somewhere in-between, with 19.4% reporting "mostly automated" and 30.3% reporting "partially automated" credit management.

Takeaway: Credit management is difficult to automate across industries and may always require some manual input. But the number of respondents who have made progress in this area can serve as a proof point for its feasibility.

Order realization and shipping are reaching maturity.

For 77.7%, order realization and shipping involves at least partial automation, with 28% reporting "mostly automated" and 13.7% "highly automated" ordering and shipping.

The surprising finding is that nearly a quarter of respondents have significantly manual processes for order realization and shipping, given the revenue levels of our respondents and the accessibility of third-party service providers in this area.

Takeaway: With the amount of immediate shipping and online order fulfillment tools, automated order realization was still a significantly manual process for most.

"One area that's had a major impact is implementing real-time order validation," a survey respondent said. "Previously, errors like incorrect pricing or missing product information would slow down processing and potentially lead to order cancellations. Now, we catch these issues upfront, ensuring accurate orders go out faster and reducing the risk of lost sales."

Customer billing and invoicing are mostly automated but need work.

Billing and invoicing boasts the most automation (to any degree) of the OTC subprocesses, with 82.9% of respondents reporting partially, mostly, or highly automated billing and invoicing processes.

Billing and invoicing was one of only two categories with the highest number of respondents in the "mostly automated" category. Even at this high level of maturity, finance leaders reported the systems leading to and stemming from billing and invoicing suffer from manual bottlenecks.

Takeaway: With tools like NetSuite and Zone & Co, automated customer billing has become plug-and-play for many organizations, nearly reaching automation maturity across the board.

"The most impactful order-to-cash optimization for our company has been the implementation of an automated invoicing and payment tracking system," a survey respondent said. "This system has significantly improved our billing accuracy, reduced the time taken to process invoices, and enhanced our ability to follow up on outstanding payments. As a result, we have seen a noticeable reduction in revenue leakage due to billing errors and delayed payments. This optimization has also provided us with better visibility into our cash flow and allowed us to allocate resources more effectively."

Three-quarters of companies have accounts receivables on an automation track.

On the other side of billing and invoicing, accounts receivable still require significant manual input for 24% of companies. Nearly one-third of respondents reported only partially automated accounts receivables.

On a positive note, 30.3% of respondents reported mostly automated processes and 13.1% reported highly automated accounts receivables processes.

Takeaway: Finance leaders have prioritized automating accounts receivables. But even with widespread adoption, reaching full maturity in this category remains a challenge for most.

Most companies have some payment collection automation, but few have full automation.

Nearly 40% of respondents reported partially automated collections processes, and another 37.2% reported mostly (26.9%) or highly (10.3%) payment collections.

Takeaway: As in order realization and shipping, this category's automation maturity level seemed low when automated billing tools are accessible to companies of all sizes.

Real-time reporting and data management see some improvement.

As for automation maturity, real-time reporting and data management were the most likely to be highly or fully automated. But still, only 17% of respondents had hit this automation maturity mark. Most respondents, more than 52%, reported having fully or significantly manual reporting and data management processes.

Even with a disproportionate amount of manual work, nearly one-third of respondents have mostly automated reporting and data.

Takeaway: Real-time reporting and data management is where the tasks of a finance function connect with the strategic side of the business. This is where many finance functions don't mind giving input because it's foundational in executing their higher-level responsibilities. But automation can still speed that process, no matter how hands-on finance leaders want to be.

"In hindsight, I would have prioritized data governance and integration earlier in our order-to-cash optimization journey," a survey respondent said. "While we've seen improvements, siloed data and system integration challenges have slowed progress at times. For other CFOs, I'd strongly advise investing upfront in: Centralized Data Management: Clean, accurate data across all functions is crucial for automation and insightful analytics. Standardizing data formats and establishing a central data repository would have saved us time and resources. Seamless System Integration: Streamlining data flow between ERP, CRM, systems eliminates manual data entry and reduces errors. Investing in integration tools or exploring a unified platform could have accelerated our optimization efforts."

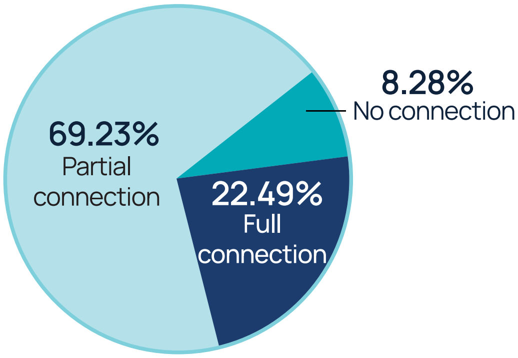
Manual task hours remain an issue for most.

Across industry, company size, role and automation maturity stage, we saw significant investment in automation. Even companies behind the curve are investing in automation.

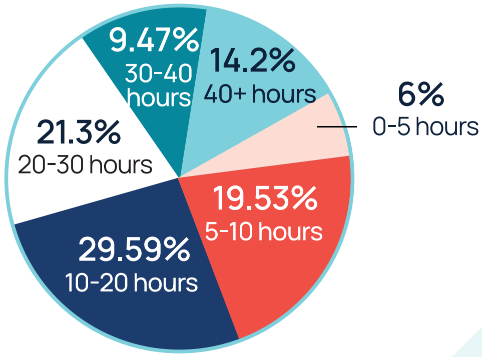
All of this investment increases billing capacity, reduces manual data translation errors and ultimately reduces the time it takes to recognize revenue. But, until back office systems are fully connected, they cannot be fully automated.

Nearly 10% of respondents to our survey reported "no connection at all" across the processes and data in their OTC cycle. And 70% reported only partial connection. With less than 25% of businesses reporting fully connected OTC processes and data, most cannot fully eliminate manual tasks and revenue leakage.

Systems and data connectivity[7]



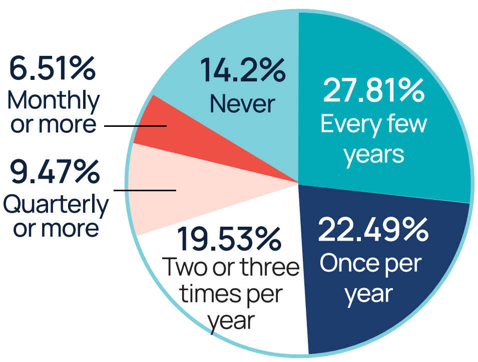
Manual data input and reconciliation[8]



Revenue leakage isn't the only problem caused by these manual tasks. CFOs reported that their highly paid financial experts spend, on average, 25 hours per week on manual data entry and reconciliation tasks.

Almost 15% of respondents said their team spends more than a workweek executing these tasks and another nearly 10% reported 30-40 hours.

Reopening the books due to data errors[9]



In addition to the labor expense, each of those manual input hours is another chance for a translation error, typo, or data copying between incorrect fields. It's simple, often mindless work that bogs down high-level thinkers. And the small errors created by manually moving data from one system to another stack up over time, creating even more demand for manual data tasks.

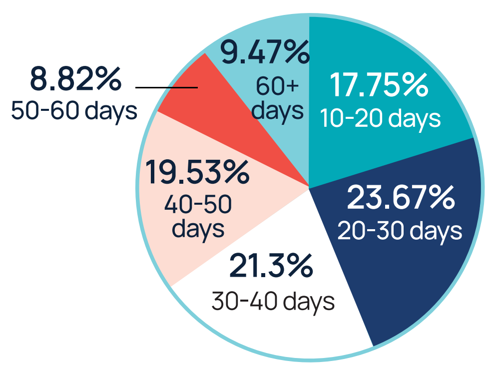
An alarming number of respondents reported reopening their books specifically due to these manual entry errors and bottlenecks in their OTC process.

Outstanding sales restrict the cash conversion cycle.

Over half of respondents reported healthy days sales outstanding (DSO), a great indicator of a healthy cash conversion cycle. However, about one-third reported more than 40 days of DSO, with almost 10% saying their average DSO is more than 60 days.

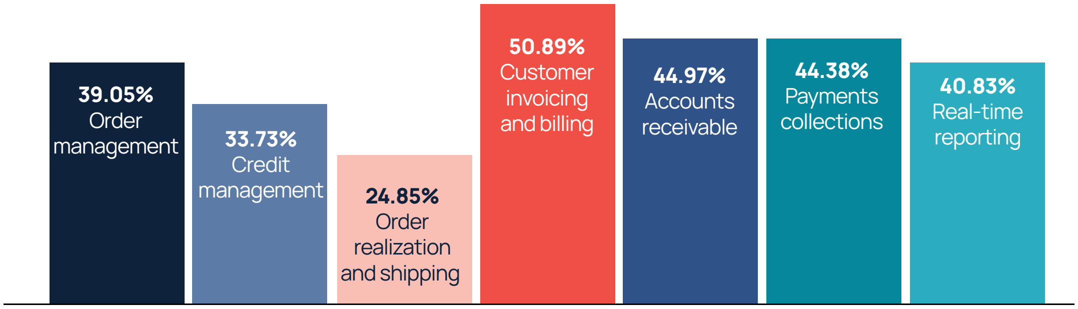
Days sales outstanding is a moving target from company to company and industry to industry. But broadly speaking, a sub-40 DSO is good (sub-30 commendable), and more than 40 days of outstanding payments is a cause for concern. **The 2024 Zone & Co DSO optimization report** tied higher DSO to higher levels of revenue leakage and lower billing capacity.[10]

Average DSO[11]



Where financial leaders are making moves.

Most realized change over the past 24 months[12]



The largest investment in OTC automation in the past two years has been in customer invoicing and billing, which aligns with the number of businesses that have reached some level of automation maturity in the same area.

On the other end of the spectrum, the fewest number of companies invest in order realization and shipping automation—possibly because this is already the most mature of all OTC processes across respondents.

About half of respondents invested in accounts receivable and payments collections (intrinsically tied processes) last year, closely followed by real-time reporting.

Order and credit management saw both low amounts of investment and low amounts of automation compared to the other OTC categories.

Planning for the future of digital transformation.

While most companies maintain largely manual OTC processes, most finance leaders are taking action or at least making tangible plans to take action. Our survey results aren't outliers when it comes to finance leaders' focus on automation throughout the entire OTC process

This sentiment is in line with the results of last year's PwC Pulse Survey, which asked CFOs about their near-term strategic agendas.[13] Transforming their business through technology investment over the next three to five years was the consensus number-one priority.

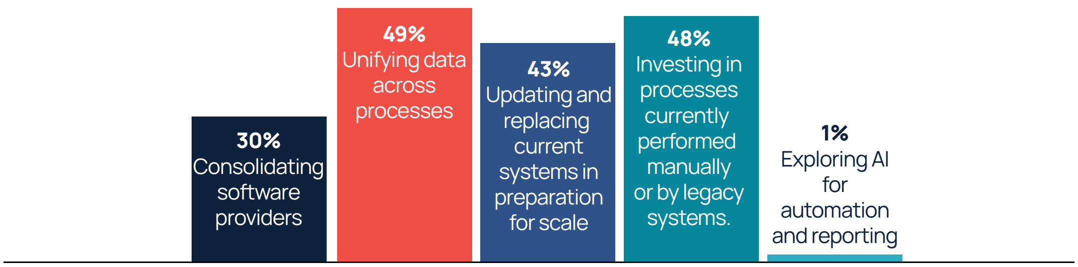
In 2023, 89% of CFOs reported increased pressure to cut costs while investing in growth-focused technology, a difficult balance to strike.

This mandate pushes most of those leaders further down the path toward OTC automation since increased revenue realization, increased billing capacity and reduced revenue leakage can impact both sides of the equation.

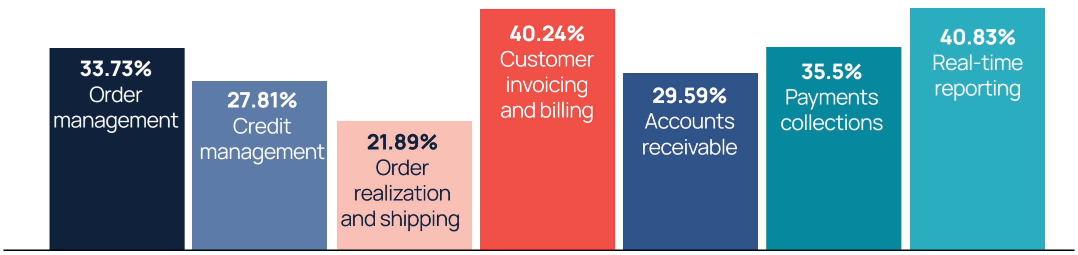
The most expected OTC changes next year.

Almost universally, respondents to our survey reported an intention to invest in the OTC process in the coming 12-24 months.

Expected investment types in the coming year[13]



Which systems will organizations invest in?[14]



Our survey respondents expected to continue investing in invoicing and billing automation over the next year, but this year the largest investment will be in real-time reporting. In fact, the exact number of respondents who invested in real-time reporting last year plan to invest in real-time reporting in the coming 24 months.

The fewest financial leaders expect to invest in order realization and shipping, which aligns with investment numbers over the last year.

How can you move to the next OTC automation maturity stage?

This benchmark data can be helpful in understanding automation across the larger business environment, but it should by no means be prescriptive. Every organization faces its own set of roadblocks, bottlenecks and inefficiencies in the cash conversion cycle.

Evolve out of a manual finance function:

- Document your functional processes.
- Create a central data repository from which all OTC steps pull.
- Seamlessly connect your disparate systems—CMS, ERP, fulfillment and pricing and quoting tools.
- Establish automated or standardized data handoffs at silo points.
- Create an OTC governance structure so that ownership occurs organization-wide.
- Reinvest time and money savings in the cash conversion cycle.

Evolve into an automated finance function:

- Seek optimization opportunities even when OTC is flowing.
- Fully automate OTC so that each step is triggered by the last.
- Establish consistent cash-flow projection updates weekly or more frequently.
- Use time savings and increased bandwidth to plan for future personnel, technology and business investments based on cash flow projections and market conditions.

Automation seems to be the active ingredient in healthy cash conversion cycles.

Companies reported losing between $5 million and $100 million due to revenue leakage, most of which respondents attribute to manual processes and inefficiencies in the OTC process.

Admittedly, self-reported surveys certainly can't prove causation. Still, the correlation between the automation maturity stage and the health of an organization's cash conversion cycle is strongly correlated no matter how we sort the data.

In theory, the problems of automation maturity, manual workflows and leaky conversion cycles aren't complicated. But, because so many of the tasks executed between the sale and the final payment are disconnected, the problem is too broad for companies to encompass.

Companies reported **losing between $5 million and $100 million due to revenue leakage,** most of which respondents attribute to manual processes and inefficiencies in the OTC process.

Seeking a single source of data.

Across several survey questions, respondents expressed frustration with the disparate systems, technologies and manual processes that cobble together the cash conversion cycle.

Respondents reported using up to 50 systems in their cash conversion cycle.[16]

Since only 22.49% of companies have a fully connected OTC cycle, it makes sense that nearly one-third plan to consolidate software providers and 49% plan to unify data across processes.[17]

Across several survey questions, respondents **expressed frustration with the disparate systems, technologies and manual processes** that cobble together the cash conversion cycle.

Better billing is important.

With an eye toward DSO, companies indicated the importance of automated customer invoicing and billing by the level of investment they've made in their billing processes in the past 12 months. The trend looks to continue, with nearly half of our respondents reporting an intention to continue that investment in the next two years.

Data consistency and transparency impact the whole process.

Repeatedly, respondents indicated that inaccessible, out-of-date and discrepant data is a problem for their organization—whether revealed through billing confusion, customer dissatisfaction, fulfillment delays, or inaccurate cash flow projects.

In many cases, our respondents said they had to reopen their books to correct mistakes directly attributed to inefficient, disconnected and often manual OTC processes.

Those discrepancies and the disconnected processes that cause them are often easily solved with automation.

Leaders agree on automation.

Most leaders agree that digital transformation is critical, but only 22.49% have fully connected OTC processes. For the other 77.51%, each of those process gaps entrenches their finance teams in tedious manual data entry and cleanup tasks due to disconnected or partially connected systems.[18]

Fully connecting those systems reduces manual touchpoints, therefore reducing the time commitment and increasing the accuracy of the data as it moves from the CRM through pricing and fulfillment to the ERP.

With the time and money saved, financial leaders can redirect their expertise from data cleanup tasks to reporting, projections and even strategic planning.

Not to mention, the more those systems are connected, the more likely an organization is to reduce leakage and realize some of those otherwise lost millions in revenue.

For every organization, there is a unique approach to optimizing the cash conversion cycle. Flip to the appendix to see a few of the ways Zone & Co helps businesses increase the efficiency and performance of the finance function.

Join 3000+ businesses that trust Zone to revolutionize their back office-operations.

Book a free demo and learn how Zone can meet your specific needs.

Book a demo today

Appendix: How Zone & Co helps increase finance function efficiency

Unleash your strategic thinkers for strategic work.

Financial strategists, even straight out of college, make higher than average salaries because of their high level of expertise. However, financial strategists dedicate much of their expertise to spreadsheet cleanup rather than strategic planning.

Lattice achieved a 90% increase in billing efficiency.[19]

Lattice is a leading people management platform designed to enhance employee performance and engagement. Before implementing Zone Billing and Zone Payments, the company faced significant challenges in managing its billing and financial processes as it transitioned from a startup to a rapidly growing company.

The startup's finance function required four to five analysts to spend about four hours each day managing subscriptions, invoicing and payments across NetSuite, Salesforce and Stripe.

With Zone's products implemented, the tasks are now done by one person, allowing the rest of the team to focus on more meaningful activities like monitoring collection health and timeliness, answering customer invoice questions and improving customer satisfaction and retention.

Automate complex data-gathering operations.[20]

Power Factors, a leading provider of software solutions for the renewable energy industry, faced significant challenges in managing its billing processes across various entities and customers worldwide. The company had to track and invoice thousands of sites, each with different contract terms, implementation dates, and billing cycles.

Before implementing ZoneBilling, Power Factors relied heavily on manual processes and Excel spreadsheets to generate invoices. This manual billing process would sometimes take up to three weeks each month, tying up resources and leading to missed opportunities or overlooked invoicing errors.

With ZoneBilling, Power Factors achieved a 94% reduction in revenue booking time. The time taken for revenue booking decreased from an eight-hour day to only 30 minutes. ZoneBilling enabled them to track and bill on a site-level basis, handling thousands of data points daily with precision and efficiency—something that other systems could not handle.

"Now we're able to track revenue. At a site level, which we've never been able to do in the past. It was always at a customer level. Now we can go down to the granular level and say this is the revenue of this specific site."

- **Sandro Mezzano,**
Senior Director of Finance, Power Factors

Reduced manual workload increases billing capacity and revenue.[21]

Devoli, a leading automation-focused telecommunications provider in New Zealand, faced challenges with their legacy billing systems as they experienced rapid growth. By implementing ZoneBilling, they achieved significant improvements in their billing processes:

- Reduced billing time from five days a month to just one day, resulting in an 80% reduction in manual workload
- Increased billing capacity from $4 million in revenue per full-time employee to $30 million, an eight-fold increase
- Improved billing accuracy with granular financial insights
- Gained the ability to support complex pricing models and billing scenarios

These improvements allowed Devoli to scale their operations efficiently, accommodating rapid customer growth without significant back-office strain. The automation provided by ZoneBilling enabled the company to focus on strategic initiatives and drive business growth.

decreased from an eight-hour day to only 30 minutes. ZoneBilling enabled them to track and bill on a site-level basis, handling thousands of data points daily with precision and efficiency—something that other systems could not handle.

"Without ZoneBilling, we would not have been able to support our customer growth without significant back office effort and a high chance of failure."

Integrate disparate data systems for accuracy and efficiency[22]

Sourcegraph, a rapidly growing SaaS company providing a code intelligence platform, faced challenges in managing billing and revenue recognition as their customer base expanded. The small finance team struggled with manual processes, particularly after adopting the ASC 606 standard. The complexities of recurring billing, variable considerations, and the lack of integration between NetSuite and Salesforce led to time-consuming, error-prone tasks.

To address these issues, Sourcegraph implemented ZoneBilling, a SuiteApp designed to work natively within NetSuite. ZoneBilling automated usage-based billing, integrated seamlessly with Salesforce, and streamlined revenue recognition processes. This integration reduced the team's revenue recognition time by 70% and increased billing capacity by 72 hours per month.

The bi-directional data synchronization between Salesforce and NetSuite ensured data accuracy and compliance with ASC 606. As a result, Sourcegraph's finance team transitioned from manual operations to strategic partners, providing critical financial insights for sales and business growth.

> "The biggest drivers towards adopting ZoneBilling were both the native integration with NetSuite and its robust usage-based billing capabilities."

Automate accounts receivable to save time and reduce errors.[23]

Tech Soft 3D, a leading provider of software development kits for visualization tools, faced challenges in managing their complex billing processes, which included recurring fees and variable royalties. Before implementing ZoneBilling, their accounts receivable team spent six working days per quarter just on manual invoicing.

By adopting ZoneBilling, Tech Soft 3D achieved:

- Complete automation of billing processes, saving 24 business days annually
- Simplified subscription management directly in NetSuite
- Improved visibility and control over royalty distribution
- Enhanced forecasting and budgeting capabilities

This automation allowed the team to focus on more strategic tasks, improved accuracy, and provided valuable insights into customer behavior and revenue streams.

Create better access to real-time data and reporting.[24]

ConGlobal leveraged Solution 7 by Zone & Co to significantly improve their financial reporting process. By integrating NetSuite ERP with Excel, the finance team gained access to real-time data, enabling them to create high-quality, presentation-ready reports efficiently.

Key benefits for ConGlobal included:

- Consolidated and granular division reporting across multiple entities
- Customizable Excel report templates that could be shared across departments
- Drill-down capabilities for deeper financial analysis
- Increased reporting volume with new insight capabilities

Similarly, Commvault experienced substantial improvements in their reporting process. They were able to generate consolidated financial statements for 40 countries in 15 currencies almost instantaneously, saving a full day every month on reporting tasks.[25]

Citation

[1] Optimizing order-to-cash at every growth stage, Zone & Co 2024.
[2] Survey Question 4: What is your company's yearly revenue?
[3] Survey Question 1: Which of the following best matches your job title?
[4] Survey Question 5: What is the primary industry your business operates in?
[5] Survey Question 7: Which of the following best describes your company's ownership?
[6] Survey Question 21: What are the top 3 challenges you are currently facing in your order-to-cash process? (select all that apply)
[7] Survey Question 19: To what extent are processes and data currently connected across your order-to-cash cycle?
[8] Survey Question 23: How many hours per month does your finance team spend on manually entering or reconciling data on average?
[9] Survey Question 23: How many hours per month does your finance team spend on manually entering or reconciling data on average?
[10] How DSO optimization can supercharge your cash conversion cycle & where it falls short, Zone & Co 2024.
[11] Survey Question 27: What is your company's average DSO (Days Sales Outstanding)?
[12] Survey Question 9: Which areas within your order-to-cash process have undergone the most change in the past 24 months? (select all that apply)
[13] PwC Pulse Survey: Focused on reinvention
[14] Survey Question 11: Which type of changes to the OTC process is your company planning on making in the next 12 months? (select all that apply)
[15] Survey Question 10: Which areas within your order-to-cash process will undergo the most change in the next 12 months? (select all that apply)
[16] Survey Question 20: How many different systems does your company use to get a unified view of company financials?
[17] Survey Question 11: Which type of changes to the OTC process is your company planning on making in the next 12 months? (select all that apply)
[18] Survey Question 19: To what extent are processes and data currently connected across your order-to-cash cycle?
[19] How Lattice achieved 90% increase in billing efficiency with ZoneBilling and ZonePayments
[20] How Power Factors achieved a 94% reduction in revenue booking time using ZoneBilling
[21] How Devoli cut billing time by 80% with ZoneBilling
[22] Sourcegraph cut Revenue Recognition time by 70%
[23] Tech Soft 3D freed up on month of AR
[24] How ConGlobal automates presentation-quality ERP reports for multiple entities with Excel and Solution 7 by Zone
[25] How Commvault delivers accurate financial reporting worldwide