



IBM optimizes billing process with ERP of TOTVS

The deployment of the management software has allowed the company to comply with the laws of more than 20 different counties and eliminate the cost of sending paper invoices to customers

São Paulo, July 13, 2015 - IBM, one of the largest IT companies in the world, adopted the ERP billing solution from TOTVS, a leader in the development of management softwares in Latin America. The tool was deployed in the Service Department in order to improve the control of financial transactions and give agility to the compliance with fiscal requirements imposed by the Government. The system provided greater reduction in maintenance costs and the elimination of expenses for sending paper documents to clients.

The adoption of the TOTVS cloud ERP has given agility to the process, which manages more than 10,000 invoices per month. Today, IBM automatically issues the commercial invoice, the electronic invoice and the description of the product and send them, by email, to the customers in a single document. The solution enabled to deactivate the Print Center, where the documents were printed, eliminated the manual effort for the calculation of taxes and the expenses with posting.

"To improve the process of issuing invoices, we decided to implement a tool that centralizes all the information. At the time, the project was considered risky by the company, however, we just passed the first quarterly closing after the adoption of the solution and the result was much better than we expected", says Luciano Faustinoni, executive of the IT Transformation of IBM for Latin America.

All information from the orders and billing systems used by IBM were grouped in a Services Billing Center within the ERP of TOTVS, through an integration tool, the Enterprise Service Business (ESB). This way, the ERP unifies information from other systems, connects with the City Councils where IBM has a subsidiary to issue service invoice and, subsequently, feeds the IBM legacy systems with the invoice data for the accounting and receivable accounts departments and for the reports.

Fully automated data centralization allowed real-time transactions and streamlined the routine of the area by simplifying billing management. In addition, the use of the tool ensures 100% data accuracy, extremely critical factor for IBM, once the existence of errors in the process directly affects the company's revenue.

"Billing must be done properly and within appropriate time, especially at the beginning and closing of the months when we process a large volume of transactions. A wrong issuance incurs in customer dissatisfaction and, if carried out after the deadline, it can result in tax exposure. So, the quality of information is paramount", says Faustinoni.



The deployment of the solution of TOTVS brought yet another benefit to IBM, which was able to reduce the cost of maintenance of the internal systems and streamline tax updates. Now, TOTVS is responsible for updating the tool according to the changes and news in tax laws from Federal, State and Municipal Governments.

"The goal of TOTVS is to be increasingly essential to their customers, delivering to them solutions that are specialized and that address the constant changes in legislation with efficiency and agility. Therefore, we help organizations to comply with the regulations within the due time, thus reducing the risk of fiscal exposure", concludes Lélío Souza, corporate director of TOTVS.

TOTVS information for the press:

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