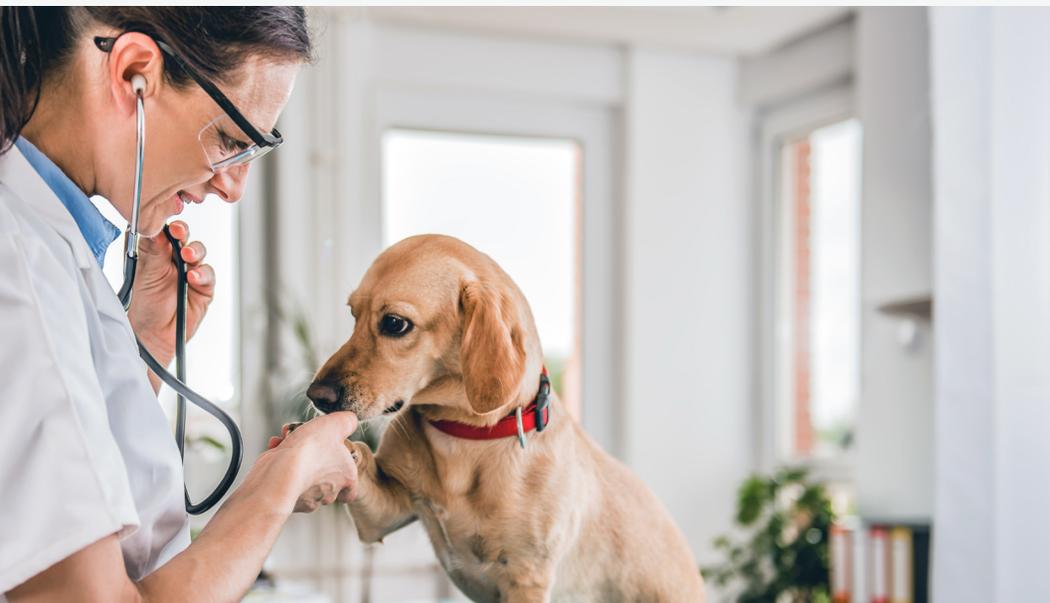


IDEXX Laboratories

Manufacturing company streamlines
invoice delivery process



INCREASED

Customer satisfaction

35% COST SAVINGS

Achieved

77% ePRESENTMENT

Achieved

THE CHALLENGE

IDEXX Laboratories, Inc. is a worldwide leader in pet healthcare innovation. Headquartered in Maine, IDEXX employs more than 8,000 people and offers products to customers in over 175 countries.

IDEXX was managing all of their customer invoicing in-house. Each line of business was responsible for sending out their own bills, resulting in some customers receiving multiple IDEXX invoices each month from the various lines of business. Further, the in-house process involved overlapping billing processes and paying full postage, resulting in an inefficient use of both time and money resources. They knew there was a better way.

THE SOLUTION

IDEXX evaluated four different vendors based on their billing expertise, technology, paper and electronic bill delivery capabilities, ROI and people. They selected Billtrust for meeting their needs on all of these variables.

By partnering with Billtrust, IDEXX was able to streamline the invoice delivery process by allowing for multiple logos and information to be placed on the appropriate bills. They also designed a new bill that offered a professional, branded appearance.

THE RESULTS

Since partnering with Billtrust, 77 percent of IDEXX customers now receive electronic invoicing, lowering internal costs by 35 percent. The support services group has seen significant time savings and increased customer satisfaction with paying IDEXX invoices. The new bill also received positive feedback for being easy to read and understand. Billtrust's paper and electronic solutions also integrated seamlessly with their enterprise resource planning (ERP) platform, SAP.

“Billtrust continues to innovate and offers us the flexibility we need to succeed.”

Melissa Seader,
Manager, AP/AR,
IDEXX Laboratories

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