

Torrington Supply

Distribution company reduces costs and gives customers greater flexibility



47% ePRESENTMENT

Achieved

35% REDUCTION

A/R costs

24/7 SELF-SERVICE

Access for customers

THE CHALLENGE

Torrington Supply Company is Connecticut's largest independent wholesale distributor of residential, commercial and industrial plumbing, heating and air conditioning equipment, pumps and industrial piping supplies. Four generations have run the family-owned and operated company, and served contractors, industries and institutions across Connecticut as the source of top quality products and expert advice for over 100 years.

The Torrington accounts receivable (A/R) team was struggling with their billing process. They battled a wide range of challenges preventing them from getting their invoices in the hands of customers quickly and accurately. The manual process they had previously relied on wasn't working as the company continued to grow, and they needed a way to automate A/R and get paid faster.

THE SOLUTION

Torrington chose to partner with Billtrust, the only company to offer a complete suite of invoice delivery solutions, including both paper and electronic. With Billtrust automated invoice delivery, Torrington could now offer customers email, fax and online portal invoicing options.

Customers now visit a Torrington-branded site for 24/7 access to their account to review, print, pay and download invoices directly into their enterprise resource planning (ERP) system, an excel spreadsheet or accounting packages.

THE RESULTS

Thanks to Billtrust's integration with their ERP, invoice data is now automatically uploaded each night, helping Torrington get paid faster. Torrington reduced their total A/R costs by more than 35 percent and increased their electronic delivery to 50 percent of total bills sent within just two months of using Billtrust. Today, even with the exponential growth of the company, 47 percent of Torrington bills are sent electronically, and their customers using Billtrust solutions report very high levels of satisfaction.

“Simply put, billing has become a no-touch for us and we’re getting invoices where they need to go in the most efficient way.”

Cheryl McPhail,
Credit Manager, Torrington Supply

CONTACT US

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