

Case Study

# Leading Environmental Firm

Global environmental services firm utilizes Corpay Payments Automation to improve vendor services and reduce exposure to risk.





## CASE STUDY

**Industry:** Manufacturing

**ERPs:** Multiple

**Vertical:** Environmental Services

**Annual Revenue:** \$316M

### Client Profile

This environmental firm, a global leader in industrial air quality and fluid management, spent a decade acquiring smaller companies to meet growing demand for their services. Their rapid growth resulted in fragmented manual processes across the company. In 2017, the firm's leadership team paused merger and acquisition activities to focus on company-wide digital transformation. By dedicating resources to these updates, leadership hoped this would position the company for more scalable future growth.

### Challenges

For the back office, digital transformation meant building a shared services organization (SSO) to aggregate, streamline, and uplevel accounts payable (AP), as well as gain a comprehensive view into vendor spending company-wide.

Over time, the firm had acquired their way into running 13 different ERP systems. Nearly 100% of payments were made by paper check. Invoice receipt, AP, and check writing were spread across several units and geographies. Creating an SSO was a logical step, but since many of their acquisitions had been small, family-owned companies unfamiliar with SSOs, they needed to build confidence in the concept with a strong opening move.

Getting people used to a standardized, centralized invoice workflow set the stage for the big transformation: getting rid of manual check processes and transitioning vendors to electronic payments.

“Manual tasks have been greatly reduced. Service team members’ skills time has drastically changed to more value-added work. They’re able to do some analysis and use their skill sets to actually look for and solve problems. We simplified and made it easier to do business with us.”

Vice President and Treasurer  
Leading Environmental Firm

The firm knew they could outsource check disbursement to their bank, but that would not have been a true digital transformation. They would still have had to contend with the slow pace of check payments, fraud risk, and all manual work on the back end. This included chasing down uncashed checks, handling inbound inquiries, reissuing checks, and managing escheatment.

They also wanted to pay vendors electronically, but didn't want to spend time on enablement, or take on the responsibility of managing banking



Reduced check payments by 70%



Consolidated the work of 13 ERPs into one system



Added extra revenue from monthly cash rebates

data. They focused on payments automation as a high-impact initiative they could implement quickly.

- With more than 1,000 checks written per month by local offices across five continents, payment reconciliation, tracking, and auditing were cumbersome
- In many offices, making payments was an added burden on office managers who were not accounting professionals
- Disjointed AP operations meant executives lacked a comprehensive view of vendor spend and potential risk exposure
- Onboarding new acquisitions was slow and tedious, impacting the company's growth strategy

## Solution

Following implementation of Corpay Payments Automation, the firm was able to eliminate most check processing tasks, and 70% of their suppliers were transitioned to digital payments. Additionally, Corpay's comprehensive solution:

- Accepts payment files from any ERP system
- Disburses all checks and handles back-end check issues
- Handles enrolling vendors for electronic payment on a continuous basis and secures all vendor banking data
- Lets the firm's SSO make all payments, regardless of payment method, through a single dashboard
- Automatically routes payments by the most advantageous means — card if possible, then ACH, and check for vendors that request them
- Provides full acceptance of payment risk and responsibility for qualified payments

## Results

Successfully implementing Corpay Payments Automation created a strong foundation for the firm's new SSO, with a professional, centralized AP department that has since expanded to handle job costing and vendor analysis. The firm recently made its first acquisition in five years and was able to onboard the new company with speed and ease. Benefits include:

- Reduced checks from 100% to 30% of payment mix
- Credit card payments now account for 30% of payments, well above the industry benchmark of 20%
- Reduced time spent on check-related tasks to less than 20 hours per month
- Refocused 20 employees from manual tasks to other strategic initiatives
- Significant cost savings while adding a new revenue stream from credit card rebates
- Decreased audit costs, reduced exposure to vendor risk, and added capability for data-driven decision making
- Removed a major roadblock to scalable growth

## About Corpay

Corpay is a global leader in business payments, helping companies of all sizes better track, manage, and pay their expenses. Corpay provides customers with a comprehensive suite of online payment solutions including Bill Payment, AP Automation, Cross-Border Payments, Currency Risk Management, and Commercial Card Programs. As the #1 B2B commercial Mastercard® issuer in North America, Corpay handles over a billion transactions each year. Corpay is part of the FLEETCOR (NYSE: FLT) portfolio of brands. To learn more visit [www.corpay.com](http://www.corpay.com).