

Billing Overhaul
Delivers Agile Stability for

Transportation Technology



Overview

CVO Holding Company, LLC (CVO)’s innovative, industry-leading fleet management technology and suite of services creates, supports and enhances industry leading fleet management technology across North America. For 25+ years, CVO has worked with state and federal agencies as well as the commercial carrier industry to get people and products where they need to go.

The Challenges

CVO faced significant billing inefficiencies that strained resources and impacted customer satisfaction:

16–20 hours

spent generating invoices each month, with additional delays for PDF creation

4–6 days

delayed manual invoices, frustrating customers and disrupting workflows.

27%
of customers

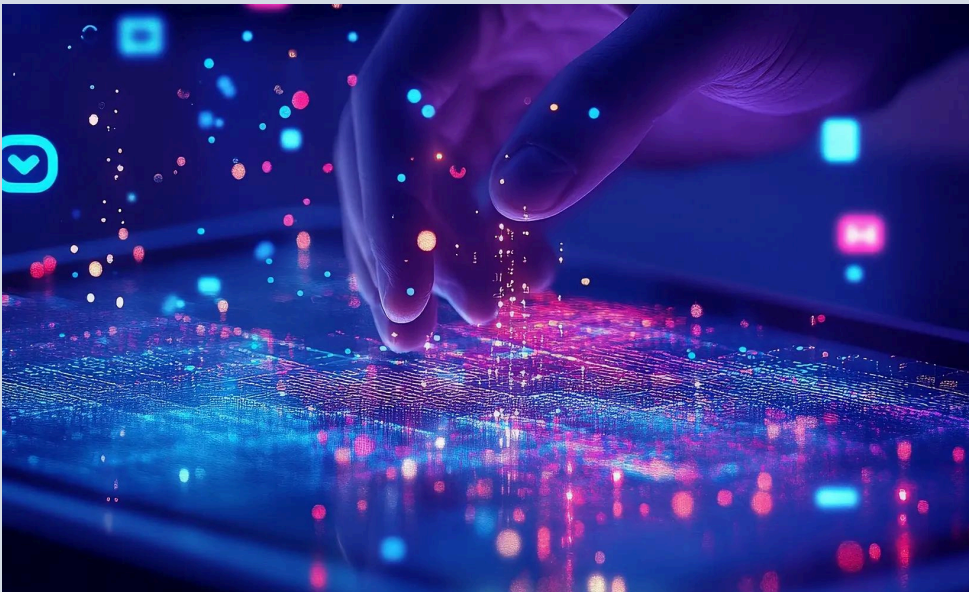
reported confusion and frequent queries due to poorly designed invoices

Mailing invoices incurred high costs and consumed significant time

A lack of reliable technical support added to the operational burde

The Solution

To address CVO’s complex billing challenges, the Kansys Edge billing platform (formerly known as MetraNet) was reconfigured and optimized by Kansys’ Managed and Professional Services team. This included implementing advanced automation for billing cycles, integrating scalable customization options, and redesigning the invoice process for greater clarity and efficiency. The platform was tailored to meet CVO’s unique needs, ensuring seamless execution and eliminating manual inefficiencies. Additionally, Kansys provided dedicated, expert support to ensure smooth adoption and continued optimization.



Key Achievemnets

60%
reduction

in invoice processing time, cutting it down to just 8 hours per billing cycle.

< 1
minute

to run each of its 9 discount adapters — previously it took 5 to 25 minutes.

27% faster

in mailing significantly lowering operational expenses

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Billing has become seamless and error-free thanks to Kansys. Now that my team has the technology and the support they need to do their jobs effectively and without stress, my team is as stable as our reconfigured billing platform.

Funke Ogundare
Billing Services Director, CVO

The Results

CVO’s billing transformation delivered tangible business benefits:

60% reduction in invoice processing time

cutting it down to just **8 hours per billing cycle**.

A state-of-the-art, automated billing system

eliminated repetitive manual tasks and enhanced efficiency.

Reducing customer queries

Redesigned invoices provided greater clarity and understanding.

Manual invoices are now consistently

completed the day after **the 1st of each month**, ensuring timely delivery.

Customizable and scalable billing features

enabled CVO to adapt effortlessly as their business grew.

27% reduction in mailing costs

significantly lowering operational expenses.

Immediately accessible, expert, experienced support.

The Kansys team’s billing and application expertise optimized CVO’s system stability, revenue consolidation and product agility.

With support and guidance from Kansys, Funke and her team discovered their state-of-the-art, sophisticated billing platform really was the solution they needed all along. Billing is now a routine operation thanks to Kansys’ ability to fully integrate the billing system with CVO’s existing infrastructure to eliminate the reboots and delays.

CVO is now able to run



100,000
invoices in an
8-hour day


more than 50% faster than the previous vendor’s 16-to 20-hour day.

Better yet, the team sets it up and then checks intermittently. A few quick checks have replaced the constant monitoring that had been keeping her team from more value-added tasks.



Proration Automation

With the need to support tens of thousands of customers, vehicles and devices to track, proration billing had been a long-term, significant challenge for everyone involved. The issues were further compounded by the fact the devices are always moving between customers and vehicles which exponentially increased the proration complexity and volume. The new billing system’s automated charge generation process accurately calculates threshold and billable days to generate the appropriate proration charges without delay.



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In my very first conversation with the Kansys team, it was obvious they really understood the intricacies and practicalities of billing and finance as well as our new billing platform’s actual capabilities.

Funke, Billing Services Director.


When you need to run and send many thousands of invoices on the first of every month, whether it falls on a weekday or weekend, the billing team values support as much as speed and accuracy.

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When I call, text or create a ticket, even on a Saturday, Kansys responds in minutes and when they tell me they’ll get to the bottom of it, they always deliver on their promises – Kansys definitely earned my trust.



Since Kansys got involved, CVO knows that each of its nine discount adapters will run in less than a minute with some taking as little as seven seconds and some up to 44 seconds. That’s a big improvement over the previous five to 25 minutes it took before Kansys.



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That consistency and enormous time saving streamlines the monthly query process each billing cycle and my team can accurately plan their time, which is a relief for all of us.

Invoice Redesign Reduces Monthly Queries

Kansys listened when CVO outlined the issues they'd been having with their long-time invoice format, which resulted in multiple customer queries after Every monthly billing cycle. Kansys has been working with billing platforms and customers' invoicing challenges for 20 years. As a result, their recommendations were based on their practical, real-life experience and best practices culled from dozens of customers.

CVO's printed invoices now run a maximum of two to three pages - with a summary of the total charges for that billing period displayed on page one and a breakdown of the daily charges on page two.

"Kansys' technical capabilities combined with their billing and financial insights, transparency, availability and response times are as refreshing now as when we started working together."

A basic graph also shows customers exactly how much they saved by using the suite of services that CVO supports. Kansys populated data in the correct sequence and added indexes so that CVO could create the invoices more efficiently and quickly.

CVO now sends email notifications with the total monthly fee owed to let customers know the invoice is available to view and download.

Since Kansys revamped the format and distribution process, CVO has decreased the number of printed, mailed invoices by 33%. What's even more impressive is the fact the invoices mailed are never more than three pages each, which has already reduced mailing costs by at least 27%.

"Customers really like the new invoice - it's easy to read and understand Kansys got it right again."



When I call, text or create a ticket, even on a Saturday, Kansys responds in minutes and when they tell me they'll get to the bottom of it, they always deliver on their promises - Kansys definitely earned my trust."



Automated Bundled Subscription Processing


CVO had always processed and billed its bundled subscriptions manually. On average, it took Funke's team up to five days to create about 60 invoices manually. Since Kansys automated the bundled subscription renewals, renewals are invoiced 80% faster with 75% of them fully automated.

"Every invoice is now accurate and on time and my team is really happy about the automation," says Funke.

At CVO, charge codes are a part of daily life as is the need to constantly update and change them.

Kansys developed and delivered a fully functional COVID-19 relief adjustment code in less than a week. The CVO team was thrilled their urgent business need had been met so quickly and effective.

Contact us

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 kansys.com



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