



Case Study: Zoots DSCI Billing

Goals

- Consolidate multiple invoices into a single invoice
- Provide accurate, easy-to-read billing
- Simplify cost management
- Reduce administrative burden
- Save time and money

Objectives Met

- Replaced 80 different invoices with a single comprehensive DSCI invoice
- Provided one contact point for support and troubleshooting
- Reduced time spent reviewing bills
- Reduced long distance spending by 30% and local services spending by 15%.

Business with Multiple Locations Needs Telecom Billing Solution

With operations covering five states, Zoots is a full-service dry cleaning company serving 50,000 customers a week. They provide customers with convenient, hassle-free service through their 40 store locations as well as home pick-up and delivery using their distinctive purple vans. Five years ago, Zoots realized that the process of reviewing, reconciling and paying bills from the multiple telecommunications providers they used was neither convenient nor hassle-free. They needed a provider who could offer a comprehensive solution for all of their locations and simplify their cost management, saving Zoots both time and money.

The Challenge

Zoots was dealing with multiple carriers in the five states in which they operate, receiving separate bills for each store location. The accounts payable department received an average of 80 separate monthly bills for local and long distance services. Not only did this make it difficult to track expenditures, but the company had separate contacts at different carriers, making management and maintenance of its services more difficult.

"We are a business that relies on tracking and trending information," said Dean Patterson, Director of IT at Zoots. "The timely receipt of the paper bill to the correct business address was imperative to our business operations. The myriad of monthly local and long distance bills made it difficult for us to focus on our core business, and instead we had to invest a significant amount of time into sorting through our bills."

The DSCI Solution

After an in-depth search process, Zoots picked DSCI as its new telecom service provider. DSCI was able to consolidate the multiple locations from each state onto a single easy-to-read invoice. Billing totals for each location were listed on a two-page monthly summary, with call detail provided for more in-depth analysis. The A/P department was now able to quickly review the invoice for any discrepancies instead of sifting through multiple pages of several different invoices. The company also made use of DSCI's eView online billing system to quickly find each sub-account, view call detail, and run reports.

In addition to the productivity improvements through streamlined billing, Zoots also saw an average savings of 30% on their monthly long distance spending, and 15% on their local service spending.

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"The capability DSCI provided for sorting through bills by individual sites allowed Zoots to very quickly track data and identify potential abuse for specific locations and periods of time," said Patterson. "DSCI has positioned itself as an important strategic partner of ours, which has allowed us to focus on our customers and our business rather than spending hours dealing with telecommunications providers. Our account management team has consistently provided us with ways to improve our services while saving us money.

Furthermore they are always willing to go the extra mile to resolve any issue that arises via their centralized repair group call center."

The DSCI Difference

DSCI provides our customers with billing that makes sense, with clear and concise information about your communications service expenses. Our billing system is designed with the flexibility to work for you, whether you need to combine several locations on one bill or need separate bills for each department at a single location. And you can choose how to you want your bill delivered: on a traditional paper bill, on CD, or online.

At DSCI, we have an ongoing commitment to provide accurate, timely, and easy-to-understand billing to our customers. Our flexible account structure and grouping provide you with the ability to customize your invoice in a way that makes sense for your business.

For more information about DSCI Billing, call 866-438-3724 to speak to an Account Executive.