

SKsoft Unlocks Treasury Automation Suite benefits for Lippert

Company:

Lippert™ is a leading, global manufacturer and supplier of highly engineered products and customized solutions for the RV, marine, automotive, commercial vehicle and building products industries. The company has over 11,000 employees and does \$2.7 billion annually in sales.

Challenge:

Lippert was an early adopter of Microsoft Dynamics 365, but didn't have the in-house expertise to maximize the benefits of the treasury automation suite. Specifically, there were issues with:

"Our developers weren't able to see the code in the treasury automation suite, but SKsoft walked us through it. They are always willing to educate us on new features."

Missing expiration dates on web-based payments

Not having expiration dates left things open-ended and failed to encourage payment completion, leading to delayed bookkeeping reconciliation. Missing expiration dates were causing a slow-down in the payment flow, which could be remedied by having a clear final date for web-based payments.

Incompatible file formats

Lippert had contracted and begun a working relationship with a new financial institution, but incompatible file formats precluded completing the transition. As a result, Lippert was forced to also keepworking with its previous institution, incurring extra costs for the duration of the delay.

Delivery failure for customer ACH emails

Only 90% of required ACH emails were going out to customers, leaving 10% unaccounted for and requiring massive time investment by Lippert staff to track them down. There was a significant need to speed up the process of identifying which emails weren't going out and rectifying the situation.

Solution:

SKsoft was identified as the perfect partner to resolve Lippert's issues, bringing a wealth of Microsoft D365 expertise to the table. Lippert currently owns the SKsoft Banking & Treasury Automation Suite as well as ePay Advantage. By providing immediate troubleshooting when needed and digging down to identify the core cause of any problems, SKsoft consistently frees Lippert staff up to manage other tasks.

Results:

SKsoft was able to address all three of Lippert's most pressing issues with Microsoft D365:

"With SKsoft, we can have confidence that things won't constantly break. If something does go wrong, they address it immediately- usually within 30 minutes- to resolve things quickly."

Developed customized code to allow Lippert to easily add expiration dates to payments, resolving the highest priority problem immediately and making it possible to streamline web-based copayment flows.

Replaced an old, incompatible file format with a new one, making it possible for Lippert to finish its switch to a new financial institution the firm had already signed a contract with, and discontinue the old, expensive contract (significantly cutting monthly spend).

Identified the 10% of ACH emails experiencing delivery failure, pinpointing the ones that were missed and taking the responsibility for this task off of Lippert staff, resulting in time savings of eight hours per month.

Conclusion:

SKsoft delivers end-to-end e-banking and treasury automation solutions, bringing deep expertise with Microsoft Dynamics 365 to bear on solving complex scenarios for companies across a wide range of industries. For more information on how we can help you streamline your accounting workflows, contact us today.