

Customer Profile

Homes.com is one of the nation's top online destinations for real estate. Customers can search for new home construction, foreclosures, and homes for rent and can also access the real estate agent directory and search for Realtors from multiple brokerage firms.

Business Solution

- Microsoft Dynamics® GP
- Recurring Contract Billing

Benefits

- Increased customer and contract management
- Increased revenue and data accuracy
- Improved billing efficiency
 - Improved productivity
 - Managed growth

Demographics

Industry: Online real estate
Employees: 240
Units: 3

Product: Online real estate database

Recurring Contract Billing

Customer Success Story

Homes.com



Homes.com ~ Where are they now?

It has been over three years since Encore sat down with Tim Zdrzil from Homes.com to learn how Recurring Contract Billing has helped them achieve their goals and realize substantial business value. A second interview was conducted recently to see where this company is now and once again to find out how Recurring Contract Billing has helped them over the years to realize business efficiency and overall company-wide success.

Situation

As one of the nation's top online destinations for real estate listings, Homes.com is committed to providing its customers with valuable real estate information to help them buy or sell their home, browse property listings or locate a local realtor. For nearly six years, Homes.com has been using Encore's Recurring Contract Billing to successfully manage their repetitive billing procedures.

Since implementation, the online real estate industry has experienced many fluctuations in growth and demand. As a result, Homes.com has undergone many changes to their business operations over the years and most recently was acquired by a much larger, multi-million dollar company which led to an explosion of growth and demand for their company's services.

Through all of these changes, Homes.com has continued to rely on Recurring Contract Billing to improve and maintain their business efficiency. The scalability and flexibility of Recurring Contract Billing has helped this company

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effortlessly manage large transaction volumes. To date, Recurring Contract Billing has successfully enabled Homes.com to create contracts, bill thousands of customers a day with just a few clicks, generate real-time reports to quickly track and control customer contracts and import data from other applications.

With these efficiencies Homes.com has been able to improve productivity, manage growth, increase revenue, increase data accuracy and improve customer and contract management. The company who acquired Homes.com was so impressed with the efficiency of the billing process that they

“All of the planning and preliminary work conducted by Encore Prior to migration was very impressive and resulted in a smooth and easy transition.”

—Tim Zdrzil, Accounts Receivable Manager/Accounting Systems Administrator, Homes.com

“Because we implemented Recurring Contract Billing, an efficient and reliable billing solution, we were still able to keep pace and effortlessly bill 15,000-16,000 customers a month using fewer resources. That’s incredible. The product literally does what it says it does.”

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adapted their methodologies and implemented Recurring Contract Billing in some other companies as well.

“After being acquired by a multi-million dollar company, we feared changes might occur to the way we’ve been running our business for years,” states Tim Zdrazil, Accounts Receivable Manager/Accounting Systems Administrator, Homes.com. “However, after seeing how efficient Recurring Contract Billing made our billing and invoicing procedures, the company who acquired us quickly transitioned several other companies over to the way our company had been managing our billing procedures. This is a true testament to how powerful and efficient this product really is.”

Benefits

Improved productivity

Shortly after the burst of the .com bubble, Homes.com experienced a shift in staffing resources and at one point was expected to continue to produce and manage the same amount of volume and workload using fewer resources. However, because Recurring Contract Billing was so efficient when it came to billing and contracting customers, Homes.com was able to manage and keep pace with the workload comfortably.

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Managed growth

After being acquired by a reputable and profitable company in the online real estate industry, Homes.com experienced an increase in demand for their services. However, Homes.com was ready and able to manage the large billing transactions easily by leveraging the vast and powerful functionality of

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“From 2005 to 2006, our revenue growth increased over 43%. The power capabilities that exist within Recurring Contract Billing helped us to achieve this impeccable increase in revenue. This product just does exactly what it says it does and for six years it has never failed us once.”

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Recurring Contract Billing.

“One of the features that helps the most is the Contract Importer. We are able to import hundreds of contracts at a time instead of manually entering them one at a time,” remarks Zdrazil. “The scalability of Recurring Contract Billing has helped us manage and push Homes.com through an impeccable growth rate. We were able to easily adapt and handle the increase in customers and volume.”

Increased revenue and data accuracy

When Homes.com first implemented Recurring Contract Billing in 2001 they were able to successfully bill 600-700 customers on any given day. The ability to bill so many customers at once helped them realize a substantial amount of revenue with minimal effort. Today, Homes.com generates over 21,000 invoices to customers per month and as a result, has once again seen a significant improvement in revenue.

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Increased customer and contact management

Since using Recurring Contract Billing, not only has Homes.com realized substantial business benefits, their customers have benefited as well. With Recurring Contract Billing, Homes.com is able to create and distribute accurate invoices at regular intervals so their customers know when to

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expect their bills and the exact amount owing each time thereby eliminating any surprises.

“Because Recurring Contract Billing creates accurate invoices and the product is so reliable, not only have we benefited, but our customers have benefited as well,” remarks Zdrazil. “Our customers know exactly when to expect their bills, what they will look like and how much they will be invoiced for each and every time. So in short, Recurring Contract Billing has also brought satisfaction to not only our company but to our customers as well.”

With Recurring Contract Billing Homes.com can easily view customer contracts and billing details at any given time. This has helped them to see how their business is doing, make decisions quickly and take action on any arising issues.

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“Recurring Contract Billing definitely keeps us on our toes,” states Zdrazil. “Because we have the ability to view any customer contract in detail and note those accounts that are overdue we can quickly generate another invoice and move onto the next task. This tool allows us to do a quick sweep to see where our accounts are at and how our business is doing. ”

Improved billing efficiency

Homes.com has relied on Recurring Contract Billing for years to manage key aspects of their business. Because the product has become such a big part of what they do and has always delivered above and beyond expectations, Homes.com feels completely confident that the product will always perform at top quality.

“At this point, because we rely so heavily on this product to manage an integral part of what we do on a daily basis and have never been disappointed we expect the product to perform at a high performance level at all times,” comments Zdrazil.

Recurring Contract Billing has helped Homes.com through many different stages of their business. No matter what changes their industry faces, Homes.com is confident that they will manage their billing efforts and processes successfully because Recurring Contract Billing has proven itself over and over again.

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About Encore Business Solutions

Since its inception in 1990, Encore, a Microsoft Gold Certified Partner, has been and remains dedicated to the delivery of Microsoft Dynamics® GP, both as an Independent Solution Vendor and a Value Added Reseller. We develop and support world-class, high quality products that extend the functionality of Microsoft Dynamics GP. We help organizations realize efficiency and enhance their business value with flexible and scalable products tailored for any business model. We have solutions for Project Tracking with Advanced Analytics, Recurring Contract Billing, Bank Reconciliation, Advanced SmartList and Inventory I/O Control.