



Customer Profile

Located in San Diego, California Homes.com, Inc. is a leading provider of Internet real estate products and services to brokers and agents.

Homes.com's technology services provide their members with powerful marketing components to attract and retain new customers, initiate and execute transactions, facilitate communication and enhance business productivity and efficiency. They provide customized, scalable and secure enterprise solutions for the real estate, financial, and home service industries. Homes.com is one of the nation's largest networks of participating real estate professionals.

Business Solution

- Microsoft Dynamics™ GP
- Recurring Contract Billing from Encore Business Solutions

Benefits

- Improved customer contract maintenance
 - Streamlined workflow
- Increased productivity & data accuracy
- Effectively managed growth

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Recurring Contract Billing

Customer Success Story

Homes.com

Situation

Uncertain of the efficiency of their billing system, Homes.com needed a system that would bill their customers correctly each and every time. After implementing Encore's Recurring Contract Billing, Homes.com quickly realized its benefits and accuracy.

With the large task of billing each customer once a month, Homes.com found it difficult and time consuming to successfully complete their billing process each and every month. Before finding an effective billing solution, Homes.com managed their monthly subscriptions manually, resulting in many errors that were sometimes impossible to trace. With the inability to trace errors, Homes.com could not be sure all of their customers were being billed properly.

Solution

Their search for an efficient billing system led them to implement Microsoft Dynamics GP and Recurring Contract Billing from Encore Business Solutions.

Benefits

With Recurring Contract Billing, Homes.com can maintain individual contracts for each customer. As well, they've found the ability to assign each customer to contract classes very useful. Currently, they've created 28

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contract classes based on the days of the month. Each day, Homes.com can select the class for the day's billings and bill that batch of customers in a couple of hours. They now have the capability to successfully bill 600 to 700 customers on any given day. "With a couple of clicks, we've made thousands of dollars worth of revenue. Don't ever get rid of this feature!" exclaims Tim Zdrzil, Accounts Receivable Manager/Accounting Systems Administrator, Homes.com.

Additionally, Homes.com has benefited from the invoicing and

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Homes.com

inventory features of Recurring Contract Billing. “Recurring Contract Billing is tied into our inventory system which is a very nice thing,” says Zdrazil. “The entire process feeds itself.” As Homes.com bills their customers their inventory is automatically updated. They also appreciate the ability to inquire on the entire invoicing history of a customer. With just a few mouse clicks they can edit and make adjustments to a customer invoice at any time.

With a customer base today of 16,000, Homes.com understands the need to effectively bill customers on a monthly basis and they appreciate not having to worry about their billing process. “Recurring Contract Billing has never failed a single, solitary time in two years,” explains Zdrazil. “The system has never hiccupped or glitched. That is pretty amazing!”

Prior to the implementation of Recurring Contract Billing, Homes.com had a billing department of 12 people. “It would take two days for our 12 person billing department to complete the customer invoices,” recalls Zdrazil. “Now we have four people in our department and the process of billing 600 to 700 customers a day takes only a couple of hours.”

In just one year after the implementation of Recurring Contract Billing, Homes.com saw an increase of customers from 1,000 to 22,000. “We couldn’t have handled this growth with our old system,” says Zdrazil. With their previous system, Homes.com wasn’t able to tell if billing was being done properly, “it was a really bad deal. We were constantly guessing,” recalls Zdrazil. With Recurring Contract Billing, Homes.com has greatly reduced their billing and invoicing time and therefore has the ability to handle their large and growing customer base. According to

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Zdrazil, “we wouldn’t have survived without Recurring Contract Billing.”

Only one month after implementing Recurring Contract Billing, Homes.com experienced more than a 250% increase in revenue. For the past two years, they’ve trusted Recurring Contract Billing to successfully bill all of their customers on a monthly basis. As a result they can focus on more productive tasks. “The system maintains itself,” states Zdrazil. “Our CEO was pretty amazed that we can bill 600 to 700 customers per day with just four people.” Today, Homes.com is excited with the growth of their organization and attributes much of their survival and some of their continued success to Recurring Contract Billing from Encore Business Solutions.





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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 the efficiency and enhance their business value with flexible and scalable products tailored for any business model. Our powerful products are designed for project tracking, recurring billing and bank reconciliation.

Encore also offers custom development services ranging from stand-alone applications to custom integrations with Microsoft Dynamics GP products.

