



CASE STUDY

Streamlining AR Processes With Seamless Automation

A strategic adoption program with data and information security.

The Client

ProQuest is a Michigan-based global provider of information content and a technology company for researchers and librarians. They power research in academic, corporate, government, public, and school libraries with unique content. **ProQuest enables strategic acquisition, management, and discovery of information collection.**

The Challenge

ProQuest **wanted to automate their Global AR department to keep pace with their growing business needs.** Their objective was to allow their customers (businesses, institutions, and direct consumers) to receive and pay invoices electronically via ACH and credit card payments. ProQuest wanted to outsource the risk of being PCI compliant.

The Solution

OSG was able to offer ProQuest not only a fully cloud-based, digital Accounts Receivable process but also a 90 percent reduction in paper invoices through a strategic adoption program with data and information security.

- **Implemented its configurable Invoice Portal to meet ProQuest's specific business needs**
- **Developed Deposits and Deposit Groups uniquely for ProQuest**
- **Seamlessly integrated with ProQuest's Oracle ERP system to streamline their Accounts Receivable process.**



Industry

Information Content & Technology



Objective

To receive and pay invoices electronically



Solution

A fully digital AR process

Deposit Groups provide separate invoicing capacity for users who want to make and manage multiple payments. If a balance remains after a deposit is made, it is added to the user's deposit balance to apply to future payments.

The Results

- **PCI risk successfully outsourced to OSG**
- **265,000 deposits processed on a monthly basis**
- **Three payment methods introduced via portal including ACH, BACS, and BECS**
- **90 percent reduction in paper invoices**
- **Fully cloud-based, digital Accounts Receivable process, housed in the AWS Cloud**